

Anchor Hanover Group

Tandy Court

Inspection report

Tandy Drive
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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Tandy Court is a care home and provides accommodation and personal care for up to 40 older people, including people living with dementia. At the time of our visit 35 people lived at the home.

We found the following examples of good practice.

- On their arrival at the home, visitors were screened for symptoms of Covid-19 and were required to complete a lateral flow test to ensure their visit could take place safely in line with current guidance.
- People were supported to maintain contact with others who were important to them in a variety of ways including video calls. Social media was used to share updates and photographs of what had been happening within the home with people's family members and the community.
- A 'visiting pod' partitioned by a glass screen was in use. Use of the area meant visits took place safely which reduced the risk of cross infection.
- Some furniture in communal areas had been replaced to encourage people to socially distance. For example, sofas had been replaced with armchairs.
- Social activities had been adapted to keep people active during the pandemic. People took part in 'dance to health' sessions. The sessions are part of a nationwide falls prevention programme which aims to boost strength and balance to prevent falls in older people.
- The service had been nominated for a national award within the sector for their commitment and hard work during the pandemic. Staff felt valued and their contribution had been recognised and rewarded in a variety of ways by the provider.
- Wellbeing sessions had also been held with staff. This included signposting staff to a confidential helpline for advice during the pandemic.
- Staff did not wear their uniforms outside of the home which reduced the risk of transmission of infection.
- An extra staff room had been created and staff breaks were staggered. That meant staff could appropriately socially distance during their breaks.
- Cleaning schedules had been increased to monitor cleanliness of the environment. Staff compliance with the provider's infection control policy was monitored by the infection prevention lead and the registered manager.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Tandy Court

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 02 February 2021 and was announced.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.