

# Barchester Healthcare Homes Limited

# Glenroyd

## Inspection report

Glenroyd Close  
Whitegate Drive  
Blackpool  
Lancashire  
FY3 9HF

Tel: 01253798008  
Website: [www.barchester.com](http://www.barchester.com)

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13 January 2022

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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

Glenroyd nursing home is a purpose built home registered to provide residential and nursing care for up to 78 people. Glenroyd has three floors comprising of bedrooms, toilet and bathing facilities. All bedrooms have en-suite facilities. There are four separate units within the home for nursing, residential and people living with dementia. There is a passenger lift for ease of access and the home is fully wheelchair accessible. At the time of the inspection 75 people lived at the home.

We found the following examples of good practice.

- The provider had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection.
- Staff had received training around the safe use of Personal Protective Equipment (PPE).
- Hand sanitiser and PPE stations were available throughout the home. There were posters in the home to promote best practice guidance on how to put on and take off gloves, aprons and masks.
- A robust system was in place for people to follow when entering and leaving the building.
- The manager was participating in the whole home testing process and had arranged testing for residents and staff. Contingency plans were in place should there be a staff shortage.
- We were told about the positive morale throughout the staff team and that management were proud of the way staff and the organisation had worked as a team to protect people they support and colleagues.

Further information is in the detailed findings below.

## 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**

# Glenroyd

## **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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 13 January 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### 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.

### Visiting in care homes

- During the inspection we found that visits for people living in the home were being undertaken in accordance with the current guidance whilst a service is in outbreak. However, we have signposted the provider to resources to develop their approach to the allocation of essential care givers and ensuring this process is supported by the appropriate legislation, guidance and oversight.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.