

Elmhurst (Shropshire) Ltd

Elmhurst Nursing Home

Inspection report

Armoury Lane
Prees
Whitchurch
Shropshire
SY13 2EN

Tel: 01948841140

Date of inspection visit:
09 February 2021

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22 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Elmhurst Nursing Home is a care home providing personal and nursing care for up to 33 people, some of whom may be living with dementia. At the time of our inspection, 32 people were using the service.

We found the following examples of good practice.

- Although visits were restricted due to local guidance, people's individual wellbeing was considered and some visits went ahead by prior arrangement. Visiting procedures were in place and Personal Protective Equipment (PPE) was provided for visitors.
- People were supported to maintain contact with their family and friends through window visits and telephone calls. People also had access to electronic tablets to make video calls. A booking system was in place to minimise the risk of visitors congregating in the car park and to maintain social distancing.
- Staff felt supported by the registered manager and provider and were encouraged to share their views on how safety could be improved during the pandemic. For example, following staff feedback, people isolated in their rooms for 14 days following hospital outpatient visits to minimise the risk of spreading infection.
- A new staff entrance had been designated, which enabled staff easy access to a dedicated donning/doffing of PPE area, thus minimising the need to walk through the home. Changes had been made to stagger staff breaks to reduce mixing and promote social distancing.
- Staff worked closely with infection control professionals and colleagues from the provider's other home to share learning and ensure infection outbreaks were effectively prevented or managed.
- The environment was clean. Staff completed regular touch point cleaning and deep cleans to ensure the risk of cross transmission was reduced.

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

Elmhurst Nursing Home

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 09 February 2021 and was announced.

Is the service safe?

Our findings

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.