

Stocks Hall Care Homes Limited

Stocks Hall Care Home - St Helens

Inspection report

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26 November 2020

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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

Stocks Hall Care Home - St Helens is a 'care home' providing accommodation and personal care for up to 54 younger and older people, some of whom are living with dementia and require support with physical disabilities. At the time of our inspection 50 people were living at the home across four separate units.

We found the following examples of good practice.

The registered manager ensured there were effective infection prevention and control (IPC) procedures in place to prevent the transmission of infection; the environment was clean, hygienic and well-maintained.

The staff were provided with the necessary personal protective equipment (PPE), PPE stock levels were well managed and staff were observed wearing the appropriate PPE during the inspection.

The registered manager ensured that staffing levels were effectively managed and careful consideration was given to the deployment of staff. Consistent staff were allocated to specific 'units', meaning there was less cross over of staff across the four units within the home.

Regular testing was in place for people living at the home and staff who worked there. High risk and most vulnerable people and staff had been identified and appropriate support measures had been implemented.

Relatives were supported to maintain regular contact with people who lived at the home. For example, skype visits were taking place and a 'visiting pod' was almost complete; the pod had been designed to help facilitate socially distanced visits between people and their loved ones.

The registered manager ensured that the most recent / relevant COVID-19 policies, procedures and guidance were effectively communicated; staff confirmed that they were fully informed and updated on the most recent COVID-19 arrangements.

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?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Stocks Hall Care Home - St Helens

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 The Care Quality Commission's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 26 November 2020 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