

Farrington Care Homes Limited

Palace House Care Home

Inspection report

460 Padiham Road
Burnley
Lancashire
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10 March 2021

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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

Palace House Care Home provides accommodation and care and support for up to 33 people. The service also provides nursing care. Palace House Care Home is an extended detached older property situated on the main road between Burnley and Padiham and is near to local amenities. At the time of the inspection, there were 27 people in the home.

We found the following examples of good practice.

Personal protective equipment (PPE) stations and hand sanitiser were available throughout the home. There were enough stocks of PPE. Staff were able to don and doff their PPE safely and had received training in the use of PPE, infection control and hand hygiene. We observed staff and management were using PPE correctly and there were procedures in place to support staff with its use. The correct use of PPE was regularly monitored by the registered manager. Clear signage was displayed to remind staff, visitors and people about the use of PPE, the importance of washing hands and the regular use of hand sanitisers.

There were effective processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included vaccination and regular testing of staff and people living in the home and testing of visitors to the home. There were enough staff available to provide people with safe and effective care and support and to provide continuity of support should there be a staff shortage.

There was a good standard of cleanliness in all areas of the home. Enhanced cleaning schedules, designated housekeeping staff and adequate ventilation were in place. The atmosphere of the home was calm, and people looked happy and content.

We observed visiting was taking place in a secure and safe visiting pod; we noted guidance was followed to ensure people's safety. The registered manager and staff were preparing to allow designated visitors into the home in line with the new guidance. Policies and procedures were in place to support this. People had been supported to maintain contact with their relatives in different ways including the use of social media, face time and telephone calls; this assisted in promoting people's emotional wellbeing. Guidance was followed to ensure people were safely admitted to the home during the pandemic.

The provider's infection prevention and control policies and procedures were up to date and audits had been carried out on a regular basis. The provider also had a business contingency plan and had developed guidance and risk assessments in relation to the current pandemic.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Palace House Care 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 the Care Quality Commission's (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 10 March 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.