

Hodge & Wilson Ltd

The Pines Residential Care Home

Inspection report

106 Vyner Road South
Prenton, Birkenhead
Wirral
Merseyside
CH43 7PT

Tel: 01516537258

Date of inspection visit:
27 January 2022

Date of publication:
31 May 2022

Ratings

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

Summary of findings

Overall summary

The home provides accommodation with personal care for up to 24 older adults. At the time of our inspection, 17 people lived in the home.

We found the following examples of good practice.

The home had recently experienced an outbreak of COVID-19 with some people and staff testing positive for COVID-19. Staff had followed national and local guidance during the outbreak to mitigate the risk of the spread of infection, working closely with the Wirral Infection Control Team.

Wirral Infection Control team visited the service on the 11 January 2022, with no concerns about infection control or COVID-19 management. At this visit, we found the same. There were robust policies and procedures in place and the manager, and the staff team had worked hard to mitigate the risk of COVID-19 within the home.

Excellent provisions were in place to ensure visitors were safe to see their loved ones. There were easy to read posters on the front entrance of the home politely advising visitors not to visit if they were experiencing any COVID-19 symptoms. Information on the symptoms to spot and other information about social distancing and visitation were clearly displayed.

All visits to the home were pre-booked via an online app that required visitors to answer screening questions regarding COVID-19. Visitors had their temperature checked by staff they visited, were required to show a negative lateral flow test and evidence that they were vaccinated against COVID-19. There was a dedicated visiting pod with its own separate entrance/exit so that visitors did not need to physically enter the home.

Staff wore appropriate personal protective equipment (PPE) to ensure people were protected as much as possible from the risk of cross infection. There was a sufficient PPE in stock. PPE and hand sanitising gel was located throughout the home.

Staff had received training in infection control and how to put on and take off PPE safely. Cleaning was being managed throughout the home in accordance with government guidelines and the home was clean and hygienic on the day we visited.

All staff and people living at the service took part in a regular programme of testing for COVID-19 and the manager had clear oversight of this process. All staff and residents were supported to access COVID-19 vaccinations. All staff were vaccinated in accordance with legal requirements.

There were regular checks in place to ensure that infection control standards were maintained.

The manager told us the provider was supportive and accessible for help and support if they needed it and

had been in regular contact throughout the 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?

Further information is in the detailed findings below.

Inspected but not rated

The Pines Residential 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 CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 27 January 2022. The inspection was announced two hours before the inspection took place.

Is the service safe?

Our findings

Staffing

- The manager 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 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.
- There were robust checks in place to mitigate the risks associated with visitors to the home. For example, pre booked appointment visits; a COVID-19 screening questionnaire on booking a visit; temperature checks, evidence of a negative lateral flow test and COVID-19 vaccinations on entry. Visits to the home were facilitated in accordance with government guidelines.
- 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.