

Anchor Hanover Group

# Eric Morecambe House

## Inspection report

Harrow Grove  
Torrisholme  
Morecambe  
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10 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

Eric Morecambe House provides personal care and accommodation to up to 36 older people. At the time of this inspection there were 30 people living in the home. The home is in Torrisholme near Morecambe. Accommodation is provided over three floors with lift access. There are communal areas and accessible gardens.

We found the following examples of good practice.

The provider and registered manager had robust procedures in place for staff and visitors entering the home. Staff changed their outdoor clothes including shoes in a designated room at the entrance prior to entering the main building. Staff tunics were laundered on site for staff to change into on arrival. Clear information was provided to visitors and access to separate bathroom facilities and PPE were available in the entrance for all visitors.

District nurses had their own room to don and doff PPE. People were brought to the district nurses where possible to avoid them having to walk through the home.

Staff breaks and handovers had been redesigned to support social distancing.

The provider and registered manager ensured staff knowledge and practice was reinforced. Information which described what the previous practice had been and how it had changed in response to Covid 19 was displayed.

The provider and registered manager had developed communication guides for staff which described how to enhance communication for people who would find staff wearing masks a barrier.

A robust admission policy for new people was in place, this included having a negative Covid19 test, 14 days quarantine on admission, regular observations, full PPE and disposal facilities in their room and disposable plates and cutlery.

People who were supported to attend medical appointments outside of the home, and the staff who went with them, changed their clothes on return to the home.

The provider ensured policies and procedures in relation to infection prevention and control were updated and communicated regularly.

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?**

People were Safe. We were assured the provider managed infection prevention and control to limit the impact of the Covid19.

**Inspected but not rated**

# Eric Morecambe House

## **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 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 10 November 2020 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 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.