

Methodist Homes Carter House

Inspection report

Berwyn Grove
Parr
St. Helens
WA9 2AR

Tel: 01744737861

Website: www.mha.org.uk/retirement-living/retirement-apartments-24-hour-care/carter

Date of inspection visit:
29 October 2020

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02 December 2020

Ratings

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

Summary of findings

Overall summary

Carter House is an Extra Care Service. This service provides care and support to up to 18 older people living in specialist 'extra care' housing. Extra care housing is purpose built or adapted single household accommodation in a shared site or building. The accommodation is rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing.

We found the following examples of good practice

The service ensured that visitors to the service followed current guidance in relation to infection prevention and control and wore suitable personal protective equipment, such as masks, when visiting people in their own homes.

Staff reassured people throughout the pandemic and provided them with the support they needed to maintain regular contact with family and friends through the use of technology.

Staff followed shielding and social distancing rules and encouraged people to maintain social distancing where able to. Where social distancing was not possible due to the level of care required, staff followed correct guidance in the use of personal protective equipment (PPE).

The service was not currently admitting people into the service however, this was being reviewed by the registered manager and local authority to look at safe ways to enable this.

There was a good stock of the right standard of PPE and staff used and disposed of it correctly. Managers shared Infection prevention and control (IPC) guidance, updates and good practice across the staff team. Current IPC and PPE procedures were clearly visible across the service.

Under current guidance for domiciliary care services, staff and people are not required to access regular COVID-19 testing. However, the provider was in the process of reviewing this and looking at ways to support staff and people to access this service.

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.

Inspected but not rated

Carter 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 29 October 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 had safe processes in place in the event they admitted new people in to the service.
- We were assured that the provider was using PPE effectively and safely.
- 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.
- Under current guidance for domiciliary care services, the provider is not required to access regular COVID-19 testing for people and staff.