

Tameng Care Limited

# Shawcross Care Home

## Inspection report

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24 February 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

Shawcross Care Home is located in Wigan, Greater Manchester and is operated by Tameng Care Limited. The home provides accommodation and personal care (including nursing) and is registered with CQC to provide care for up to 50 people. At the time of the inspection there were 48 people living at the home.

We found the following examples of good practice:

At the entrance of the home, information was displayed to inform visitors about any infection control procedures to be followed. Temperature checks were taken and questionnaires completed, asking people about any possible symptoms of COVID-19, or if they had felt unwell. Lateral flow (a COVID-19 test where the results can be obtained quickly) testing was carried out as needed.

Various methods had been used to enable people to keep in touch with their family and friends during the pandemic. This included video calls and window visits.

Zoning arrangements were used when people had tested positive for COVID-19 and needed to self-isolate in certain areas of the home and for staff entering and leaving the building. COVID-19 testing was in place for both staff and people using the service. People living at the home, where they had chosen too, had all received their first dosage of the COVID-19 vaccination.

Appropriate arrangements were in place for new admissions to the home, such as requesting confirmation of a negative COVID-19 test before each person moved into Shawcross Care Home.

Enough personal protective equipment (PPE) was available and we saw staff wore it at all times during our visit. Hand sanitizers were distributed throughout the building to promote proper hand hygiene practices.

We observed the home to be clean and tidy, with domestic staff carrying out their duties throughout the day. Windows were opened at various times during the day to assist with ventilation and outdoor facilities were used when better weather allowed.

There were enough staff to care for people safely, with staff receiving additional infection control training from the local authority during the pandemic. Additional hours had been worked by domestic staff during the pandemic to keep on top of cleaning work within the home. An employee assistance programme was in place for staff during the pandemic and counselling services were available to support wellbeing.

Risk assessments were completed where certain groups may be at higher risk of contracting the virus. An appropriate infection control procedure was in place and regular infection control audits were undertaken to ensure standards were maintained. Contingency planning arrangements had also been put in place to help reduce the likelihood of any future COVID-19 cases and promote learning.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

No rating was awarded following this inspection. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

**Inspected but not rated**

# Shawcross 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 24 February 2021 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.