

Age Concern Wirral

Stanhope Court Residential Care Home

Inspection report

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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

Stanhope Court Residential Care Home is registered to provide accommodation and personal care to up to 13 people. It is a single storey unit that is part of larger premises known as Meadowcroft, where a range of daytime activities is also provided by Age UK Wirral. At the time of this inspection there were 12 people living at the home.

We found the following examples of good practice:

- The service had procedures and protocols in place which ensured people were admitted into the service and relatives could visit safely in accordance with national guidance.
- People and their relatives were supported to understand the isolation processes and how the service could help to alleviate them feeling lonely, such as video calls with friends and loved ones and dedicated support time from their assigned staff member. There were additional staff working at the home which enabled daily activities and support to be increased.
- There was a family forum set up whereby good communication was enabled through emails and a WhatsApp group.
- Staff were supported in isolation/sickness absence by the provider. Staff support and wellbeing was considered and enhanced during the pandemic.
- Personal protective equipment (PPE) was widely available and used correctly and there was an extensive testing program in place for staff, residents and relatives.
- The home was clean and hygienic throughout. The lounge had been extended to enable good social distancing.
- Staff were trained in infection prevention and control (IPC) and had frequent refresher training and guidance in COVID-19 guidelines. They had good links with the local community trust IPC team for guidance and support.
- There was an IPC policy and procedures in place, however the recently revised policy had not yet been fully rolled out to all staff.
- The senior management team worked in isolation within their group, so they did not come into contact with each other. Regular meetings took place remotely. Staff were responsible, did not socialise and were very cautious of their behaviour outside of work, in order to minimise risks to colleagues and people.

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

Stanhope Court 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 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 2 February 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 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 have also advised the provider in order to develop their approach. The provider's infection prevention and control policy was up to date and had been recently reviewed and revised, however this had not yet been fully disseminated and communicated to all staff.