

Churchlake Care Ltd

Elizabeth House

Inspection report

147-155 Walshaw Road
Bury
Lancashire
BL8 1NH

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Date of inspection visit:
15 December 2020

Date of publication:
13 January 2021

Ratings

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

Overall summary

Elizabeth House is registered to provide care and support for up to 18 people. Accommodation is provided over two floors, with bedrooms on both the ground and upper floor. The home is close to Bury town centre and easily accessible to public transport and local amenities. At the time of our inspection 11 people were living at Elizabeth House.

We found the following examples of good practice.

Good supplies of personal protective equipment (PPE) was available. Items were easily accessible throughout the home. Further items had been sourced to ensure the safe disposal of clinical waste during the recent outbreak. Domestic staff were also completing extra cleaning of surfaces to help minimise the risk of cross infection.

The home was part of the testing programme. Additional monitoring such as temperature checks and oxygen levels were carried out so that people's changing needs could be quickly identified and responded to.

Good practice guidance had been shared with the team and was displayed in the home so easy to refer to. Staff had received training in the safe donning and doffing of PPE as well as infection control procedures. The manager said the team had worked hard, particularly during the outbreak, with staff described as 'brilliant' and had 'stepped up' to ensure the home had enough cover.

People maintained contact with family through telephone calls or 'facetime', which had enabled people to see each other. Whilst visits were not currently taking place, the management team were exploring ways in which the premises could be altered to help facilitate safe visiting from family members.

Where able, people were involved and consulted about their care and treatment. Virtual tours of the home were offered to prospective new residents and their families. Staff continue to work closely with relevant health and social care professionals so that people's needs were appropriately met.

The manager carried out quarterly infection control audits to check procedures were being followed and hygiene standards were maintained.

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

Elizabeth 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 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 the 15 December 2020 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 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 was meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.

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