

Millennium Care (U.K.) Limited

# Worthington Lake Care Home

## Inspection report

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24 February 2022

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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

Worthington Lake is a purpose built residential home providing personal care and support for up to 34 people aged 65 and over. The home was designed and built alongside leading academics to ensure it provides the optimal surroundings and facilities for people living with dementia. Accommodation is provided across two floors. All bedrooms are en-suite and there are spacious communal kitchen facilities as well as social, dining and garden areas that people can access. At the time of this inspection 31 people were living at the home.

We found the following examples of good practice.

Visitors to the home needed to provide evidence of a recently completed negative lateral flow device (LFD) test, or complete one upon arrival. Visitors also had their temperature screened and were required to put on personal protective equipment (PPE). Professionals were required to provide evidence of their vaccination status via the NHS app or COVID pass. An electronic record of vaccination status was kept on file for future reference.

Contact with relatives had been maintained during the pandemic through a variety of means. A visiting lodge had been installed within the grounds, balcony and garden visits had been facilitated, as well as phone and video calls. The home had ensured any changes to guidance had been communicated via social media, emails and verbally through phone calls. Indoor visiting was now being facilitated in line with current guidance.

The home had a plentiful supply of PPE which was used and worn correctly by staff. Staff had completed training in infection control and the safe use of PPE, with competency checks completed to ensure ongoing compliance.

The home had robust cleaning procedures in place, which had increased in response to the pandemic. Frequent touch points had been cleaned regularly. The home had purchased specialist equipment to help ensure rooms were fully sanitised.

All staff and people living at the home completed regular COVID-19 testing in line with current guidance. Additional testing of both people and staff had been implemented following the discovery of positive cases within the home. Social distancing, cohorting and zoning had been used effectively to support people and staff to remain safe. Staff had been allocated to work in specific areas of the home.

The home lead, who had acted as temporary home manager during the early stages of the pandemic had been nominated for and received both the regional and national COVID Hero Award at the Great British Care Awards 2021. This was in recognition of their work in supporting the home, people and staff to stay safe, follow guidance, whilst still enjoying a good quality of life.

## 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**

# Worthington Lake 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 24 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.

### Visiting in care homes

- The provider was aware of and adhering to current government guidance and best practice around visiting. Adaptations to the home had taken place to facilitate safe visiting, including installation of a self-sanitising visiting lodge within the grounds.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.