

Chapel House Care Ltd

The Chapel House Nursing Home

Inspection report

Chapel House Lane
Puddington
Neston
Cheshire
CH64 5SW

Tel: 01513362323

Date of inspection visit:
22 February 2021

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16 March 2021

Ratings

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

Summary of findings

Overall summary

The Chapel House Nursing Home is registered to provide accommodation with personal care for up to a maximum of 35 older people. There were 20 people living at the home at the time of our inspection, some of whom were living with dementia.

We found the following examples of good practice.

- Comments from relatives included; "We had regular emails and newsletters with updates really regularly", "We had visits to see [Name] in the pod. It was clear that staff knew [Name] really well. We had ultimate confidence in them" and "We were looked after and supported during [Name's] end of life care. We were able to have as much time as we needed. This made such a difference."
- Relatives told us they had previously participated in garden visits and inside pod visits with screens in place. They said these were pre booked and well managed.
- All visitors were asked to complete a health screening form, have their temperature checked and were provided with face masks to wear throughout their visit. Full personal protective equipment (PPE) was available for all visitors along with access to handwashing facilities and hand sanitiser.
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. The environment was very clean and hygienic.
- We observed staff to be wearing the correct personal protective equipment (PPE) throughout the inspection.
- People and staff were taking part in regular COVID19 testing.
- People had individual risk assessments in place that reflected their specific needs in relation to COVID19.
- Staff had all received training to meet the requirements of their role and for the management of COVID19.

Further information is in the detailed findings below.

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.

The Chapel House Nursing 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 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 were assured that the provider's infection prevention and control policy was up to date.