

London and Manchester Healthcare (Fulwood)
Limited

Hulton House Care Residence

Inspection report

Lightfoot Green Lane
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Preston
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16 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

About the service

Hulton House Care Residence is a dementia specialist care home providing personal and nursing care to 50 people at the time of the inspection. The service can support up to 74 people across four separate units, each unit has separate adapted facilities. Two of the units specialise in providing care to people living with complex dementia nursing needs.

We found the following examples of good practice.

The provider had established systems to prevent visitors from spreading and catching infections. They had followed guidance on supporting safe visiting including by displaying notices at the entrance to the home advising people not to enter if experiencing symptoms of COVID-19. Visitors were screened for symptoms and their contact details were recorded to support the NHS Test and Trace service. The provider had established an area for facilitating safe visiting. Technology such as video calling was used to facilitate contact between people and their relatives where physical visiting was not possible due to Covid-19 outbreaks.

Whilst there were no new admissions in the home, the provider had established procedures for staff to follow. Their procedures included requiring new people to a negative COVID-19 test before moving into the home and to be self-isolated in their bedrooms for 14 days after moving in.

During our visit we observed the staff using Personal Protective Equipment, (PPE) safely. The provider had ensured sufficient stocks of appropriate PPE were available to protect people.

People living in the home and the staff were tested regularly for COVID-19. The provider had also arranged for people and staff to receive the COVID-19 vaccines.

The home was clean and hygienic. Cleaning schedules were in place and frequently touched areas were cleaned regularly throughout the day to reduce the risk of infection.

The provider had detailed and up-to-date infection prevention and control policies and procedures. They sought and acted on advice to further improve infection prevention and control procedures. They were aware of appropriate agencies to contact in the event of an outbreak of COVID-19.

The home had spacious sitting areas and a conservatory. However, improvements were required to ensure seating arrangements in communal and resting areas for people and staff room could support social distancing. Following the inspection the manager assured us they had taken immediate action to resolve this.

The provider had adapted the layout of the building to support cohorting in the event of an outbreak.

However we found some bedrooms did not have hand soap and paper towels for staff to use. We asked the provider to take immediate action. Following the inspection we received confirmation that the required work had been carried out and bedrooms were now equipped with hand hygiene facilities.

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

Hulton House Care Residence

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 February 2021 and was unannounced.

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 had protocols for 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 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.
- We were somewhat assured that the provider was meeting social distancing rules. Staff were observed to exercise social distancing in the home. However, the seating arrangements in communal areas, dining areas and staff room needed to be spaced out to promote effective social distancing between people. The manager took immediate action to correct this after our inspection.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Hand washing facilities had been provided in most parts of the home. However, ensuite facilities in two units did not have soap dispensers and hand paper towels for staff to use. The provider took immediate action to correct this after our inspection.