

Hoylake Cottage

# Hoylake Cottage

## Inspection report

Southworth House  
Birkenhead Road  
Hoylake  
Merseyside  
CH47 5AQ

Tel: 01516323381  
Website: [www.hoylakecottage.co.uk](http://www.hoylakecottage.co.uk)

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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

Hoylake Cottage is a residential Care Home which provides accommodation and nursing or personal care for up to 62 older people and people living with dementia. Accommodation is in single rooms with the majority having en-suite facilities. Communal facilities include bathrooms, lounges, dining rooms and an accessible garden area.

We found the following examples of good practice.

Staff were provided with current infection prevention and control (IPC) guidance and the provider kept them up to date through regular meetings, newsletters and emails. Staff completed IPC training and regular competency checks to ensure they followed correct procedures and knew how to keep people safe during the COVID-19 pandemic.

Well stocked and clearly signed personal protective equipment (PPE) stations were located around the service. Staff were observed using correct PPE equipment when carrying out their duties.

There was a designated infection control lead who worked effectively with other staff to ensure they followed correct IPC procedures. Risk assessments and cleaning schedules related to Covid-19 were in place and regularly monitored. Increased cleaning schedules were in place.

Staff told us they felt safe at work and well supported by the registered manager and senior staff. Staff were provided with details of counselling services should they wish to access independent support with their wellbeing.

People told us staff always wore the correct PPE and they felt safe living at Hoylake Cottage. Staff were observed social distancing whilst supporting people with meals, when engaging in activities and whilst spending time with people who chose to remain in their rooms.

People received support to stay in touch with family and friends through telephone and video calls and through socially distanced visits within the home. Additional measures were in the process of being implemented to allow for more visits to occur in a safe and controlled way.

People, staff and family members received regular updates to make sure they understood the precautions being taken, and how to keep people safe. Visitors to the home were managed in a controlled and safe way and given clear guidance around the correct use of PPE and the risks associated with Covid-19.

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

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## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 5 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.