

Mr B Hinde

# Craigneil Residential Home

## Inspection report

2 Seaborn Road  
Bare  
Morecambe  
Lancashire  
LA4 6BB

Tel: 01524831011

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05 August 2020

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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

We found the following examples of good practice.

The registered manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included temperature checks and the storage and quarantine of gifts and parcels for 72 hours. Sanitiser and PPE were available throughout the home. There were posters in the home to promote best practice guidance on how to put on and take off gloves, aprons and masks.

As part of people's care plans, personal risk assessments had been completed on their capacity to understand isolation from others should there be an outbreak. On the one admission to the home, the person had shielded before they arrived and agreed to isolate in line with Public Health England guidance. Social media and electronic tablets were used to communicate with health professionals to promote people's physical health. People's mental well being had been promoted through telephone and video calls and socially distanced garden visits from loved ones.

The registered manager was participating in the whole home testing process and had scheduled testing for people and staff. They had comprehensive knowledge of good practice guidance and had attended Covid 19 webinars hosted by Lancashire County Council. They had employed additional staff to provide continuity of support and ensured safeguards were in place should there be a staff shortage. We saw Covid 19 policies and procedures were in place and current. Additional housekeeping and governance tasks had been completed to ensure the home was clean and hygienic. All staff had received Covid 19 related supervision and had access to a counselling service to manage their wellbeing should it be required.

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?**

People were Safe. We were assured the provider managed infection prevention and control through the coronavirus pandemic.

**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 05 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

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.

We have also signposted the provider to resources related to training to develop their approach.