

Mr & Mrs Ryan Godwin

Holme Manor Care Home

Inspection report

Holme Lane
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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

Holme Manor Care Home is a residential care home and is registered to provide personal care and support and accommodation for 32 older people and people living with dementia. At the time of the inspection, there were 32 people living in the home.

We found the following examples of good practice.

Prior to our inspection, we received information of concern about infection prevention and control (IPC) practices at this service. The registered manager was accessing testing for people using the service and staff. Clear records showed safe processes were followed in response to any positive COVID tests, in line with government guidance. There were enough staff to provide continuity of support should there be a staff shortage. The registered manager spoke positively about the hard work, care and commitment provided by staff.

The home was clean and odour free. There were designated domestic staff and cleaning schedules were followed. We discussed replacing swing bins with pedal operated bins to ensure safer disposal of waste and ensuring cleaning schedules reflected the frequency of cleaning high touch areas. The registered manager agreed to address these points. The registered manager carried out regular checks of the environment and cleanliness and any shortfalls were being acted on.

There were enough stocks of personal protective equipment (PPE). We observed staff and management were using PPE correctly and there were procedures in place to support staff with its use. Staff had received training in the use of PPE and infection control. Signage was in place to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

The provider was facilitating safe visiting in line with government guidance. Indoor visiting was suspended during the COVID-19 outbreak other than for essential care givers and in exceptional circumstances. People continued to use telephone calls to maintain safe and meaningful contact with their family members. Visitor assessments were carried out to consider temperature checks, current health needs, lateral flow test results and COVID-19 symptoms and PPE and sanitisers were readily available. At the time of the inspection, admissions to the service were restricted; the manager was aware of current guidance.

IPC policies and procedures were kept under review. We found safe processes were in place and appropriate action had been taken during the outbreak. The local commissioner's IPC team was providing advice and support to management and staff.

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

Holme Manor 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 the Care Quality Commission's (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.

In addition, we received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures 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 2 February 2022 and was announced. We gave the service one days' 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service. There had been no recent admissions; the registered manager was able to describe safe admission processes.
- We were assured the provider was using personal protective equipment (PPE) effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff. Clear records showed the registered manager had followed safe processes and taken prompt and appropriate action in response to any positive COVID tests, in line with government guidance.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises. We discussed ensuring pedal operated bins were used for the disposal of PPE and making sure cleaning schedules reflected the frequency of cleaning high touch areas. The registered manager agreed to address this.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed. The local commissioner's IPC team were providing advice and support during the outbreak.
- We were assured that the provider's infection prevention and control policy was up to date.

Visiting in care homes

- The provider was facilitating safe visiting in line with government guidance. Indoor visiting was suspended during the COVID-19 outbreak other than in exceptional circumstances; essential care givers were able to continue to visit indoors. However, people continued to use telephone calls to maintain contact with their family members. Visitor assessments were carried out to consider temperature checks, current health needs, lateral flow test results and COVID-19 symptoms prior to entry to the home. PPE and sanitisers were available for any visitors.

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.