

Dales Care Homes Limited

The Dales

Inspection report

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Date of inspection visit:
10 February 2021

Date of publication:
03 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 Dales provides accommodation for up to 40 older adults and people living with dementia. There were twelve people in residence when we inspected.

We found the following examples of good practice.

The provider had good procedures for preventing visitors from catching or spreading infection. The service was in recovery from a Covid 19 outbreak and, in line with guidance, all but essential visiting had been suspended.

The provider had set up visiting areas external to the building, where people and their visitors could safely communicate. The visiting pods had a glass wall and a microphone system allowing people to communicate safely.

The staff team had supported people to isolate during the outbreak of Covid 19 and people had understood the reasons for isolating. Almost everyone in the home had recovered from the virus and no longer needed to isolate. Good arrangements were in place so that people kept a safe distance in lounges and in the dining room

The provider had followed safe procedures when people were admitted to the home. People received a negative COVID-19 test result before admission and were supported to self-isolate in their rooms for 14 days after moving to the home.

The staff and the people who lived in the home had been tested routinely. Those who had a negative test continued to be tested and had received the Covid 19 vaccine. There were plans in place to recommence testing and to ensure people received the vaccine, when appropriate.

The home was clean and hygienic. The staff had been advised and supported during the outbreak and rigorous systems were in place to ensure good levels of hygiene. There were cleaning schedules in place and other systems to ensure good infection prevention and control measures. Staff understood how to use and dispose of personal protective equipment.

The provider and most of the staff had been unwell with Covid 19. The home had been supported by the local authority and they confirmed that the staff team had followed their advice and guidance. Arrangements had been put in place to ensure the staff could return to work safely. There were planned changes to rosters to support staff and staff could also access counselling.

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

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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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 10 February 2021 and was unannounced.

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 to develop their approach.