

GCH (Alan Morkill House) Limited

Alan Morkill House

Inspection report

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25 January 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

Alan Morkill House is a residential care home supporting up to 49 older people. There were 33 people living there when we inspected, most of whom were living with dementia.

We found the following examples of good practice:

The home was clean throughout. Cleaning schedules had been increased to ensure that specific areas identified as high risk of transmission of the virus, such as light switches and other touch points, were cleaned several times per day. The provider had disabled the staff time clocks throughout their homes as these used a fingerprint to identify the staff member, which had been identified as a point of high risk.

The registered manager had changed shift patterns for care workers within the home, to ensure that staff were allocated to work exclusively in one unit. Staff shift times had been staggered to ensure staff could take adequate and appropriate breaks without having to distance from their colleagues.

Staff and people who lived at the home participated in a weekly testing programme for coronavirus. Staff were also required to undertake a lateral flow test at the beginning of each shift, and were not able to work if they returned a positive result. The home made use of exclusive agency staff covering staff shortages due to the need to isolate, who also undertook a lateral flow test prior to the start of their shift and were not able to work with a positive result.

People who use the service who were required to isolate were supported by a consistent staff team. Staff working with people required to isolate also took into account their social needs and need for stimulating activities, and ensured they spent quality one-to-one time with each person. People were supported to see their loved ones by video calls, as during the outbreak of coronavirus the service was only accepting visitors in exceptional circumstances to minimise risks.

There was enough Personal Protective Equipment (PPE) available at the home and we observed staff using it according to government guidance. Medicine cabinets outside each person's room had been repurposed to use as PPE stations, which ensured that PPE was available for each person. We observed that some people who lived at the home had been supported by staff to wear PPE when moving around the premises, to reduce risks.

There was appropriate and clear signage throughout the home to remind staff and visitors to wear PPE and maintain distance, and to ensure that all staff, visitors and people who use the service were aware of people who were required to isolate. The home was well ventilated when we visited.

The registered manager told us they received good support from the provider organisation, the local authority and the Clinical Commissioning Group. The registered manager and provider organisation ensured that staff and people who lived at the home were provided with emotional and practical support to

assist them through the ramifications of the coronavirus outbreak.

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

Alan Morkill House

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 25 January 2021 and was announced. We phoned the home one hour before we planned to inspect to ensure the registered manager was available to support the inspection.

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.