

Barchester Healthcare Homes Limited

Moreton Hill Care Centre

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Moreton Hill Care Centre is registered to provide accommodation and personal care to 67 older people and people living with dementia. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

At the time of our inspection 47 people were living or receiving respite care at Moreton Hill Care Centre. Moreton Hill is a large adapted home with a number of areas, with two memory lane units, assisting people with dementia care. There was a range of communal areas people could use, including lounges, library, a large dining room and courtyard.

We found the following examples of good practice at Moreton Hill Care Centre.

- The registered manager and provider ensured staff had access to appropriate personal protective equipment (PPE). Arrangements had been made to ensure there was appropriate PPE to care for people who may have symptoms and require support to self-isolate.
- All of the staff solely worked at Moreton Hill Care Centre. The service did not use agency staff. Staff had received training support during the pandemic. The registered manager and resident's ambassador spoke positively about the stability of staff.
- The registered manager worked proactively with healthcare professionals. They had weekly support from people's GP, including visits to the home and virtual consultations.
- The provider and registered manager ensured Covid-19 testing was carried out in accordance with best practice guidance. The service ensured appropriate action was taken in the event of a positive test result. Staff were supported to isolate away from the home if they had tested positive. Staff spoke positively about testing and measures to ensure people were protected from Covid-19.
- People were supported with a tailored activities programme, which included support to interact with their loved ones remotely. The home had a resident's ambassador who discussed people's views with the registered manager. The resident's ambassador praised care staff, activities staff and the registered manager for the support people had received during the pandemic.
- The registered manager had worked with people's relatives to ensure socially distanced visits could take place whilst protecting people who were vulnerable. Visiting had been suspended, following guidance from local clinical commissioners and following national lockdown guidance. There were clear protocols in place to support relatives to visit their loved ones at the end of their lives.

- The registered manager had implemented robust systems to ensure there was clear oversight in relation to infection prevention and control. The registered manager, deputy manager and the provider's operations managers ensured staff adhered to national guidance on PPE. There were comprehensive infection control audits and cleaning schedules in place to ensure the home remained clean and free from infection.
- The registered manager had ensured that all information and guidance, in relation to COVID19 was taken onboard. They spoke positively about summarising this information and providing staff with the key information they required. The provider provided regular updates for the registered manager and staff and had a dedicated work website staff could access in relation to Covid-19.
- The provider and registered manager had ensured support was in place for staff in relation to their own wellbeing. The provider had carried out a mental health campaign to assist those staff who were anxious. The work and dedication of all staff had been recognised and appreciated.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Moreton Hill Care Centre

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. While we focused on the care home as part of this review, the service was part of a wider community, which were also discussed as part of this review.

This inspection took place on 4 November 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 and registered manager was preventing visitors from catching and spreading infections.
- We were assured that the provider and registered manager was meeting shielding and social distancing rules.
- We were assured that the provider and registered manager was admitting people safely to the service.
- We were assured that the provider and registered manager ensured staff were using PPE effectively and safely.
- We were assured that the provider and registered manager was accessing testing for people using the service and staff.
- We were assured that the provider and registered manager was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider and registered manager 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.