

RochCare (UK) Ltd

# Bank Hall Care Centre

## Inspection report

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16 November 2020

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### Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

|                      |                                |
|----------------------|--------------------------------|
| Is the service safe? | <b>Inspected but not rated</b> |
|----------------------|--------------------------------|

# Summary of findings

## Overall summary

Bank Hall Care Centre is a residential care home registered to provide accommodation and personal care for up to 56 people. Accommodation is provided in two interlinked premises known as Bank Hall and Scarlett House. The latter provides personal care for people living with dementia.

We found the following areas of good practice:

The registered manager had established infection prevention and control procedures which were understood and followed by the staff team. All staff had completed training on the use of personal protective equipment (PPE) and participated in the weekly testing programme. The service had plentiful supplies of PPE and stocks were carefully monitored. We offered advice in relation to signage and the stock of PPE in the staff changing room. The home had a satisfactory standard of cleanliness in the areas seen. The registered manager explained a refurbishment programme had been postponed at the onset of the pandemic.

People isolating in their bedrooms had their own dedicated staff who provided a support bubble to meet their needs, including their meals and social support. Although visiting was subject to government restrictions, the registered manager and staff had found different ways to enable people to maintain contact with their relatives which included the use of technology and window visits. The atmosphere in the home was warm and calm.

The provider's infection prevention and control policies and procedures were up to date and an audit had been carried out. The provider had also developed a Covid-19 contingency plan, which set out the continuity of the service during the current pandemic.

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?

### Inspected but not rated

We were assured this service met good infection prevention and control guidelines.

# Bank Hall 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.

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.

The inspection took place on 16 November 2020 and was announced.

## 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.

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