

Halton Borough Council

St Lukes Care Home

Inspection report

Palacefields Avenue
Palacefields
Runcorn
Cheshire
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Tel: 01928791552

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29 December 2020

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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

St Lukes Care Home is a residential and nursing care home in Runcorn. The service is registered to accommodate up to 60 older people, including those living with dementia, and it can currently accommodate 56 people.

We inspected the part of the service that had been identified by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This was one of the four units at St Lukes and consisted of 10 individual bedrooms for people, served by wide corridors with access to a communal lounge and dining room. At the time of our visit, there were no people or staff in this part of St Lukes.

We found the following examples of good practice.

- The provider had completed a 'lesson learned' exercise together with other professionals, such as a local GP, to learn from previous outbreaks and make improvements. This had led to changes, such as introducing separate changing and dining facilities to promote social distancing for staff.
- For the unit identified as a designated care setting, no visitors were allowed unless in exceptional, nationally agreed circumstances. For those needing to visit, lateral flow tests to check for COVID-19 infections were in use. Personal protective equipment (PPE) was available for visitors, who also had to complete a declaration and risk assessment, as well as a temperature check.
- The designated unit was spacious, had been deep cleaned, refurbished and repainted. Communal areas were set out so that those wishing to leave their bedroom could use the lounge or dining room while maintaining safe distance from each other and staff.
- Due to staff availability, the designated was planned to be covered almost entirely by external agency staff. To provide consistency the provider had agreed booking of the same agency staff with their employer for a period of several months. This was further supported by an agreement of staff only working on the designated unit and in no other care setting.
- The provider had sought assurances from the agency that all staff had received essential training, such as in infection control. This was further supported by the provider's in-house training, overseen by a quality assurance officer. To support consistency of care and quality, two established nurses at St Lukes had been identified to lead the designated unit and its care for people.
- Future planning for people's discharge from the designated unit was part of their admissions process. The provider explained that the first multi-disciplinary team meeting for each person would include defining a discharge plan, to consider whether this would be to the person's own home in the community or a care home. The provider explained that often this planning would have taken place prior to the admission to the unit, adhering to the 'home first' approach, whereby going home wherever possible is the default pathway.
- Additional cleaning procedures had been introduced and cleaning audits were in use to monitor standards. The service was working closely with local infection control leads to implement best practice. Vaccinations against COVID-19 had been offered to all residents and staff, including agency staff.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?

Further information is in the detailed findings below.

Inspected but not rated

St Lukes 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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 29 December 2020 and was announced. We also spoke with the registered manager and the provider regularly following our inspection, to seek clarification on some matters and confirm agreed actions had been completed.

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 also signposted the provider to resources to develop their approach and were assured that they had taken the appropriate steps to do so.