

Arrowsmith Rest Homes Limited

# Catterall House Care Home

## Inspection report

Garstang By-pass Road  
Catterall  
Preston  
Lancashire  
PR3 0QA

Tel: 01995602220

Date of inspection visit:  
25 June 2021

Date of publication:  
05 August 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Catterall House is a care home located on the outskirts of Garstang within easy reach of Preston and Lancaster. Accommodation is provided for up to 24 people who need help with personal care. There are a variety of communal areas and gardens.

Not all staff wore face masks as detailed in Government guidance. Please see the safe domain of this report.

We found the following examples of good practice.

Visitors were able to visit their relatives in a separate room which was sanitised after each visit. Visits were by appointment and all visitors needed to complete an LFT test.

Admissions to the home followed current guidance in relation to isolating and testing. Where people had found it difficult to maintain isolation in their room extra staff had been used to minimise the potential impact of this.

The home was clean and well maintained. Cleaning routines had been enhanced. Additional checklists in place relating to touch points. The home had bought a 'fogger' to sanitise rooms. This included the visiting room.

## 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**

Inspected but not rated

# Catterall House 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.

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 June 2021 and was unannounced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were only somewhat assured that the provider was using PPE effectively and safely. This was because we had received concerns that staff were not always wearing masks. We saw two staff in the communal lounge were not wearing masks. We were not satisfied with the explanation provided by staff that this was because they had been vaccinated. We met with the registered manager and reinforced the need for the home to continue to follow current Government guidance in relation to the use of PPE in care homes. We accepted that some people living in the home may be distressed by staff wearing masks and received copies of risk assessments in relation to some people which explained this.

We referred the service to the local authority IPC nurses within the Health, Safety and Resilience Service, for guidance and advice. The registered manager was happy for this referral to be made.

- 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 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.