

Cuerden Developments Ltd

Cuerden Developments Limited - Alexandra Court

Inspection report

Alexandra Court
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12 January 2022

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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

Alexandra Court is an intermediate care home providing a time limited period of assessment and rehabilitation for people who have had a hospital admission but are not ready to be discharged home safely. It is a purpose built two storey building with bedrooms on both floors. There is a car park at the front of the home. It is located in Pemberton, near Wigan and is close to shops and public transport links. The service can support up to 40 people and there were 28 people living at the home during the inspection.

We found the following examples of good practice:

Our inspection was prompted due to concerns raised by a relative where they had been denied entry to the home due to not having received both dosages of the COVID-19 vaccine. At the time of our inspection, this was not in line with government guidance. We spoke with seven relatives as part of our inspection, some of whom provided similar feedback, although felt this had not impacted on theirs, or their family members well-being as a result of not being able to visit.

On arrival to the home, proof of a negative lateral flow test (LFT) and vaccination status were required and personal protective equipment (PPE) needed to be worn.

Social distancing was encouraged where possible and zoning arrangements were used if people needed to self-isolate in certain areas of the home, such as bedrooms. The home had a designated area of the home for people who were COVID-19 positive.

Testing arrangements were in place for both staff and people using the service. All staff working at the home had received their COVID-19 vaccination which is now a condition of employment.

Enough PPE was available and we saw staff wore it at all times during our visit.

We observed the home to be clean and tidy, with domestic staff carrying out their duties throughout the day. Windows were opened at various times during the day to assist with ventilation and outdoor facilities were used when better weather allowed.

There were enough staff to care for people safely, with staff receiving additional infection control training during the pandemic. The home had experienced some workforce issues, such as recruiting full-time registered nurses, although this did not impact the care people received.

Risk assessments were in place where certain groups may be at higher risk of contracting the virus. An appropriate infection control procedure was in place, with specific reference to COVID-19 and regular infection control audits were undertaken to ensure standards were maintained.

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.

Further information is in the detailed findings below.

Inspected but not rated

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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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. We received information of concern about visiting arrangements prior to our inspection. This was a targeted inspection looking at the IPC practices the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 12 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures and although recruiting full time nurses had been difficult, this had not impacted the care people received.

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

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. To ensure the safety of people living at the home, visitors were required to show proof of receiving both doses of the vaccine prior to entry. At the time of our inspection, this was not in-line with government guidance, however, we found this had not impacted people's well-being as a result. Other measures were in place to keep in contact with people, such as video calling.
- 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.