

## Cumbria County Council

# Elmhurst

### Inspection report

Priory Road  
Ulverston  
Cumbria  
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20 January 2021

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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

Elmhurst is a residential care home that provides personal care and accommodation for up to 40 people. At the time of our inspection there were 19 people living at the home. The home is a purpose-built single storey building, divided into four 10 bedded units. All the bedrooms are for single occupancy. The separate units each have a sitting room with a dining area and kitchenette. There are gardens to the front and rear of the home.

We found the following examples of good practice.

Staff had been trained in Infection Prevention and Control (IPC) and on safely using and disposing of Personal Protective Equipment (PPE). The provider had ensured sufficient quantities of PPE were available and easily accessible for anyone entering the home and there were suitable handwashing facilities. Staff had their IPC practice observed and assessed to help ensure their competence.

The registered manager and supervisors made sure information about maintaining social distancing and hand hygiene was highly visible on entry and throughout the home to guide staff and visitors. The registered manager had followed government guidance about visiting people living in the home and a visiting room had been prepared in line with the guidance. Relatives had been supported to visit people safely and also stay in contact using technology, such as video calls and portals and by telephone.

The registered manager followed best practice around safe admissions when people came into the home. The registered manager had arranged for regular COVID-19 testing for staff and people who lived in the home. Consent had been obtained correctly for testing and vaccination.

Staff were allocated to work in specific areas of the home using separate facilities to reduce the risk of transmission of infection. Risk assessments have been carried out on people using services and any staff belonging to higher risk groups and actions have been taken to help reduce the risks.

The registered manager kept staffing arrangements under constant review and had sufficient staff to safely meet people's needs and support them in their recreational activities. The domestic staff team had kept the home clean, hygienic and uncluttered. Cleaning records and infection control audits on cleanliness and infection prevention showed frequently touched surfaces were cleaned regularly.

The registered manager had robust contingency plans and local authority guidance in place to help ensure the safety of the people using service during the 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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Elmhurst

## **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 coronavirus 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.

This inspection took place on 20 January 2021 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.