

## Age Concern Liverpool & Sefton

# The Hamlets

### Inspection report

99 Mill Street  
Liverpool  
Merseyside  
L8 5XW

Tel: 01517091426

Date of inspection visit:  
29 December 2020

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06 January 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Hamlets in Mersey Parks provides nursing care and accommodation to older people living with a functional mental illness. It is registered to support up to 30 people and at the time of the inspection there were 24 people living at the service.

We found the following examples of good practice.

- The service had responded well to the changing threat of coronavirus. Good liaison with statutory bodies had equipped the manager and staff with the latest knowledge so that people were receiving appropriate protection and support.
- In particular we noted the visiting 'pod' so that people's relatives could visit in comfort and keep in touch with loved ones.
- Management support was good, and the range of infection control audits carried out helped ensure safe standards were maintained.
- The provider had liaised well with external agencies for support. A recent infection control audit carried out by Public Health England [PHE] had been positive and highlighted good practice around infection control.
- There were individualised risk assessments for both staff and people living at the service which covered any specific risk associated with COVID19

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# The Hamlets

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

This inspection took place on 29 December 2020 and was unannounced.

# Is the service safe?

## Our findings

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, although this was currently limited to those existing residents who were in hospital.
- 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.