

Grange Healthcare Ltd

# Birch Hall Care Centre

## Inspection report

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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

Birch Hall Care Centre provides accommodation and both nursing and personal care for up to 84 people. The home is divided into different areas to care for people with nursing and personal care needs. There are two further 'units' which cater for older people living with dementia and younger adults. There are communal areas and private bedrooms on each unit. The home is situated in Darwen within the Lancashire area. There were 66 people living in the home at the time of the inspection.

We found the following examples of good practice.

There were enough stocks of personal protective equipment (PPE). PPE stations and hand sanitiser were available throughout the home which helped ensure staff and visitors had access to it when required. Staff were able to don and doff their PPE safely and had received training in the use of PPE, infection control and hand hygiene. We observed staff and management were using PPE correctly and there were procedures in place to support staff with its use.

There were effective processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included regular testing of staff and people living in the home and testing of visitors to the home, when restrictions allowed. Essential visitors had checks on their health completed before entering the home and were offered PPE if they needed this. Signage was in place to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers. This was provided in easy read and large print to be easily understood.

There were sufficient staff to provide continuity of support should there be a staff shortage. All staff had access to appropriate support to manage their wellbeing should it be required. During the outbreak and isolation period, care and housekeeping staff had been allocated to designated areas of the home. This minimised people's contact with different staff and reduced the risk of spread of infection.

Person centred care plans and risk assessments were in place for people who were in isolation and/or had tested positive. These were detailed and reflected safe and consistent care and support. Regular checks on people's wellbeing were carried out. Good visual systems were in place to reduce people's fears and anxieties when staff were wearing PPE.

There was a good standard of cleanliness in all areas seen. Infection prevention and control policies and procedures were up to date and monthly audits were carried out. A Covid-19 Response Plan and business contingency plan were in place and were being followed. The management team were working closely with the local authority and clinical commissioning group and other partners including the community nurses.

Visiting was subject to government restrictions and a national lockdown was in force. In line with visiting guidance and outbreak management guidance, all visits had been restricted and were only allowed in exceptional circumstances. Policies reflected this. People were supported to maintain contact with their

relatives in different ways including the use of social media and telephone calls; this assisted in promoting people's mental wellbeing. A safe visiting area in the lounge area was available for when visiting restrictions were eased. During the current outbreak, people were not being admitted to the home.

## 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

We were assured the provider was following safe infection prevention and control procedures.

# Birch Hall Care Centre

## **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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 20 January 2021 and was announced. We gave 24 hours' notice of the inspection due to restrictions in place during the COVID pandemic.

# 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 had admitted 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.