

365 Care Homes Limited

# Clitheroe Care Home

## Inspection report

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Tel: 01200428891

Date of inspection visit:  
13 January 2021

Date of publication:  
26 January 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

Clitheroe Care Home is a residential home which provides accommodation and personal care for up to 28 older people, people with a physical disability, sensory impairment and people living with dementia. Accommodation is provided over three floors, with a passenger lift and stair lift providing access to all floors. At the time of the inspection, 18 people were living at the home.

We found the following examples of good practice.

Prior to the inspection, we received information about an outbreak of COVID in the home and that staff were being told they had to work despite having symptoms of COVID and positive test results. We looked at records, including rotas, group text messages, test dates and test results. We also spoke with the regional manager, the manager and with three staff who were currently isolating. We were satisfied appropriate action had been taken to ensure people and staff were safe. Staff confirmed they had been sent home on receiving a positive test. We discussed maintaining an accurate staffing rota as we noted some errors in the recording of attendance and absence; the regional manager addressed this immediately.

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. The regional manager was due to put signage in place to remind staff about the correct application and removal of PPE.

There were sufficient staff to provide continuity of support should there be a staff shortage. During the outbreak and isolation period, some staff were living in the home and only designated care, housekeeping and catering staff were included on the rota. This minimised people's contact with different staff and reduced the risk of spread of infection.

There was a good standard of cleanliness in all areas seen. However, we noted an unpleasant odour in an area on the first floor; the regional manager addressed this. Additional housekeeping staff were in place and the frequency of cleaning had been increased. There were policies and procedures to maintain good practice in relation to infection control and to provide safe and kind care.

The provider's infection prevention and control policies and procedures were up to date and a monthly audit had been 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 the area was in national lockdown. 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. A safe visiting area in the lounge area was planned for when visiting restrictions were eased. We were told this would incorporate shielding and isolation processes to ensure visitors and residents were protected. During the current outbreak, people were not being admitted to the home. We were told this would be reviewed at a later date in line with guidance.

## 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 infection prevention and control procedures to keep people safe.

# Clitheroe 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 the Care Quality Commission's (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. We also received information of concern about infection control and prevention measures at this service.

This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 13 January 2021 and was unannounced.

## 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 using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff and appropriate action was being taken in response to COVID symptoms and positive test results.
- We were assured that the provider was making sure the current infection outbreak was effectively managed and ensuring future outbreaks would be managed safely and effectively.
- We were assured that the provider's infection prevention and control policy was up to date and infection prevention and control processes were subject to regular monitoring.