

Mr Mark Edward Taylor & Mrs Kirsty Taylor

# Birchfield Residential Care Home

## Inspection report

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23 February 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

Birchfield Residential Care Home is a residential care home providing personal care to up to 24 people aged 65 and over in one adapted building. Bedrooms comprise of 24 single bedrooms spread over two floors, six of which have en-suite facilities. There is no lift, but access can be gained to the upper floor via two stair lifts. People have access to several communal areas, including quiet spaces and a garden. There were 23 people living in the home at the time of the inspection.

We found the following examples of good practice.

At the time of this inspection, the home was experiencing an outbreak of COVID-19 due to a small number of staff testing positive. No one living in the home was affected. This meant that visitors to the home were restricted in line with guidance received from health protection agencies. Many people living in the home had access to their own phones to contact their relatives and friends. When necessary, staff supported people to maintain this contact. The provider was in the process of constructing a conservatory area which could be used to provide an additional quiet area for people living in the home, or as a visiting pod for relatives should this be necessary to comply with any future government guidance.

Staff had received training on infection control and the safe use of personal protective equipment (PPE). During the inspection we observed staff wearing PPE in accordance with government guidance. The home was clean. The provider had policies and procedures in place to support staff in safe working practices.

The service was meeting the requirement to check the fact that visiting professionals were vaccinated against COVID-19. The provider told us they would ensure all such checks were recorded. The service participated in the regular COVID-19 testing programme for both staff and people living in 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?

Further information is in the detailed findings below.

**Inspected but not rated**

# Birchfield Residential 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 CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control (IPC) measures 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 23 February 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.

### 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.

### Visiting in care homes

The provider was aware of government guidance in relation to supporting people to receive visits from family and friends, including any essential care givers or if people were receiving end of life care. Birchfield was experiencing an outbreak of COVID-19 due to a small number of staff testing positive. No one living in the home was affected. The provider was therefore following the guidance of health protection agencies that only professional visitors were able to enter the home during the outbreak. Many people living in the home had access to their own phones to communicate with family and friends. When necessary, staff supported people to maintain this contact using the phone at the home. The registered manager was communicating regularly with relatives to keep them informed about the outbreak status in the home.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. The provider assured us a log of such checks would be maintained.