

Institute of Our Lady of Mercy

McAuley Mount Residential Care Home

Inspection report

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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

McAuley Mount Residential Care Home is a residential care home providing accommodation, care and support for up to 26 older people. The service does not provide nursing care. McAuley Mount Residential Care Home is situated on the outskirts of Burnley, Lancashire. There were 24 people living in the home at the time of the inspection.

We found the following examples of good practice.

Personal protective equipment (PPE) stations and hand sanitiser were available throughout the home. There were enough stocks of PPE. 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 correct use of PPE was regularly monitored.

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. The health of essential visitors was checked before entering the home.

There were enough staff available to provide people with safe and effective care and support and to provide continuity of support should there be a staff shortage. Staff had access to appropriate support to help them manage their wellbeing should it be required. The registered manager told us staff were valued and appreciated for their hard work and commitment during the pandemic.

The layout of the service and the communal areas were suitable to support social distancing. There was a good standard of cleanliness in all areas of the home. Enhanced cleaning schedules, additional housekeeping hours and adequate ventilation were in place. The atmosphere of the home was peaceful and people looked happy and settled; people were spending time watching television and chatting to staff or each other.

Visiting was subject to government restrictions and a national lockdown was in force. In line with visiting guidance, all visits had been restricted and were only allowed in exceptional circumstances. A secure and safe visiting area had been developed which would help facilitate safe visiting arrangements, when restrictions are eased. There was also clear signage for visitors and PPE available. People were supported to maintain contact with their relatives in different ways including the use of social media, window visits and telephone calls; this assisted in promoting people's emotional wellbeing. Guidance was followed to ensure people were safely admitted to the home during the pandemic.

The provider's infection prevention and control policies and procedures were up to date and audits had been carried out on a regular basis. The provider also had a business contingency plan and had developed guidance and risk assessments in relation to the current pandemic.

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

Further information is in the detailed findings below.

McAuley Mount 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 the Care Quality Commission's (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 11 February 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.