

Cumbria County Council

Croftside

Inspection report

Beetham Road
Milnthorpe
Cumbria
LA7 7QR

Tel: 01539563325

Date of inspection visit:
28 January 2021

Date of publication:
12 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Croftside is a residential care home that provides personal care and accommodation for up to 31 people. At the time of our inspection there were 18 people living at the home. Accommodation is over two floors, one of which provided care and support for people living with dementia.

We found the following examples of good practice.

The home was clean, tidy and uncluttered. There was a designated cleaning team and audits on cleanliness and infection prevention and control were being done. Audits showed frequently touched surfaces were cleaned regularly. We observed good hand hygiene and the correct process for putting on and removing personal protective equipment (PPE) being undertaken by staff in line with national guidance.

Staff had received training in infection control practices and on managing COVID-19 outbreaks. There were designated link staff available for infection control advice and the registered manager had sought guidance and support from relevant agencies. The provider had ensured sufficient quantities of PPE were available for all staff and visitors.

The registered manager kept staffing arrangements under frequent review to make sure they had sufficient staff to safely meet people's needs and support them in their recreational activities. Staff took breaks separately and were allocated to consistently work in specific areas of the home to reduce the risk of transmission of infection.

The registered manager made sure clear information about maintaining social distancing and hand hygiene was highly visible throughout the home to guide staff and visitors. The registered manager had followed government guidance about visiting. They had supported relatives to visit people safely using the secure visitors room and also to stay in contact using technology, such as Zoom and Skype calls and by telephone.

The registered manager followed best practice around admissions when people came into or returned to the home. They had robust contingency plans and applied local authority guidance to help ensure the safety of the people using the service during the pandemic. The registered manager had arranged for regular COVID-19 testing for staff and for the people who lived in the home. This process for testing was well organised. Appropriate consent for testing and vaccination had been obtained from people, including with support from their families and professionals.

Further information is in the detailed findings below.

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

Croftside

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 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 28 January 2021 and was announced.

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.
- 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.