

Pooltown Care Limited

Acorn Manor Residential Home

Inspection report

202 Pooltown Road
Ellesmere Port
Cheshire
CH65 7ED

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Date of inspection visit:
15 October 2020

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18 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Acorn Manor is a residential care home providing personal care to 26 people at the time of the inspection. The home can accommodate up to 40 people over two floors with all communal facilities being on the ground floor.

People's experience of using this service and what we found

We found the provider needed to make some improvements to the home environment so that social distancing measures could be consistently followed. The provider also needed to ensure up to date policies were in place to support the implementation of COVID-19 contingency plans and risk assessments.

The service pre-booked times for friends and relatives to visit. At the time of the inspection, visits took place through windows at the service. There was time between visits to allow for cleaning. Visitors were asked to wear a face mask during their visit. Alcohol gel was readily available.

People were admitted to the service immediately following a negative COVID-19 test result. They were isolated on transition into the service for 14 days and staff supported them with all their needs within their bedroom. This included personal care, social support and ensuring their food and drink needs were met. People living with dementia who were unable to isolate had a risk assessment in place.

The service had increased the cleaning schedules and routines to reduce the risks of cross infection. Residents commented positively on this and one told us, "The home is lovely and clean."

The registered manager was appointed infection control lead at the service to ensure people's safe discharge from hospital followed up to date national guidance. The registered manager liaised with relatives to ensure they understood the reasons for why their loved one would have a period of isolation in the home on arrival.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 17 July 2020 and this is the first inspection. The last rating for the service under the previous provider was requires improvement, published on 19 February 2020.

Why we inspected

The inspection was prompted in part due to concerns received about infection control and the use of PPE. A decision was made for us to inspect and examine those risks. We have found evidence that the provider needs to make improvements. Please see the Safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Acorn

Manor on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

Inspected but not rated.

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Acorn Manor Residential Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about infection control.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Acorn Manor is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was announced. This supported the home and us to manage any potential risks associated with COVID-19 and enabled the inspection team to obtain key information before the visit.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with four people who used the service about their experience of the care provided. We spoke with three members of staff including the registered manager and care workers.

We reviewed a variety of records relating to the management of the service, including policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- The systems introduced by the provider to manage infection control risks associated with Covid-19 did not always follow national and local guidance.
- The layout of the building made social distancing very difficult due to very narrow hallways and we discussed this with the registered manager.
- We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. A programme of improvement and development was underway and we received a copy of the plan.
- The provider's infection prevention and control policy was not up to date.
- Other systems to protect people from the risk of infection reduce were safe. Systems were in place to prevent visitors from catching and spreading infections and people were admitted safely to Acorn Manor.
- There were adequate supplies of personal protective equipment (PPE). We observed staff wearing the correct personal protective equipment (PPE) throughout the inspection and all of the residents we spoke with confirmed staff wear PPE when providing personal care. One person commented, "The staff wear an apron, mask and gloves when they get me up, washed and dressed each morning."
- The provider was accessing regular testing for people using the service and staff. Where people using the service refused, this decision was respected.