

Fordent Properties Limited

Orchard Manor Care Home

Inspection report

Greenacres Court
Acres Lane, Upton
Chester
Cheshire
CH2 1LY

Tel: 01244376568

Date of inspection visit:
28 January 2021

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24 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Orchard Manor is a residential care home providing personal and nursing care to 71 people aged 65 and over at the time of the inspection. The service can support up to 93 people. It accommodates all people across two separate wings, each of which has separate adapted facilities.

We found the following examples of good practice.

- Relatives spoke positively about the home and comments included; "Staff are always kind and caring. They know [Name] really well and fully meet their needs", "Staff keep in regular contact about [Name] and I am welcome to call anytime", "Full PPE is supplied and worn during visiting, staff wear PPE including mask" and "Staff interactions have always been caring and natural."
- A relative spoke positively about the end of life care their relative had received during the pandemic. Their comments included; "The end of life care was superb. Staff wore full PPE at all times when caring for [Name]. Any issues were promptly addressed. The management team were very responsive."
- Relatives told us they had previously participated in garden visits and inside visits with screens in place. They said these were pre booked and well managed.
- The service had received many compliments during the pandemic. Some quotes included; "What an amazing job you do", "All care is delivered professionally, with kindness and dedication" and "We commend you for your courageous work during the pandemic."
- All visitors were asked to complete a health screening form, have their temperature checked and were provided with face masks to wear throughout their visit. Full personal protective equipment (PPE) was available for all visitors along with access to handwashing facilities and hand sanitiser.
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. The environment was very clean and hygienic.
- We observed staff to be wearing the correct personal protective equipment (PPE) throughout the inspection.
- People and staff were taking part in regular COVID19 testing.
- People had individual risk assessments in place that reflected their specific needs in relation to COVID19.
- Staff had all received training to meet the requirements of their role and for the management of COVID19.

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?

Inspected but not rated

Inspected but not rated.

Orchard Manor 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 28 January 2021 and was announced.

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 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.