

Barchester Healthcare Homes Limited

Iddenshall Hall

Inspection report

Clotton
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25 January 2021

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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

Iddenshall Hall can accommodate up to 44 people who require support with personal care across. The building has been adapted with accommodation set out across two floors. There were 24 people living at the service at the time of the inspection. Most of the people living there, lived with age-related conditions.

Relatives spoke positively about their experience of visiting. Their comments included, "We did a few visits in the garden that worked well. Then the weather changed so they fitted a screen in the visiting pod. The screen works well and my relative copes really well with it. At first staff stayed in the room and adjusted the microphone but now they leave us to it. We use the on-line system for booking. If we bring anything in for our relative we leave it in the room, and they quarantine it." and "My relative is very enthusiastic about staff and the care they receive; Absolutely loves it; no regrets moving in. The staff always social distance, it's a really good arrangement with the screen in the room, we are both perfectly safe."

Relatives were kept up to date and informed and people and staff were taking part in regular COVID-19 testing. Relatives' comments included, "We get regular updates from Barchester by letter and also phone calls from the care home like with the vaccine. We got a call prior to the vaccine to tell us about it and inform us which vaccine our relative was going to be taking and then a follow up call to tell us how our relative felt after it." and "They kept us up to date, they ring as well as send e-mails to let us know about cases of COVID-19. They are very open and transparent, and we always know whether visiting is allowed or not."

The environment was very clean and hygienic and increased cleaning schedules to reduce the risks of cross infection were in place. We observed staff wearing the correct personal protective equipment (PPE) and they knew how to dispose of it safely.

People were monitored for symptoms of COVID-19 and had space to socially isolate in communal areas.

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

Iddenshall Hall

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 25 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.

We have also signposted the provider to resources to develop their approach.