

Croftwood Care UK Limited

Golborne House Residential Care Home

Inspection report

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26 November 2020

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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

Golborne House Residential Care Home is located in Golborne, Greater Manchester. This two-storey purpose built home is registered with the CQC to provide care for up to 40 older people. The home provides care to people with residential care needs, many of whom are living with a diagnosis of dementia. At the time of the inspection there were 27 people living at the home.

We found the following examples of good practice.

Robust procedures were in place for screening any professional visitors to the home. These included temperature checks, completion of a risk assessment and adherence to the NHS track and trace process, with the QR code available, should people prefer to use this rather than provide contact details.

A similarly robust process had been set up for supporting relatives to visit, when this was permitted. A visit room had been set up which could be accessed directly from outside to prevent unnecessary contact with the rest of the home. Controlled visits were being supported for people receiving palliative care. These had been risk assessed, with clear guidance in place for relatives to follow.

Regular communication with people and their relatives had occurred, to ensure everyone was aware of current policies and procedures, changes to practice and to evidence what had been going on within the home. A closed social media group which all relatives had joined, was a key part of this process.

The home had used isolation and cohorting of people effectively, to ensure care and support was provided safely, and people's needs were met. A person centred approach had been used to ensure the impact on people having to isolate was monitored. We saw action had been taken when a change to their presentation or mood was noted. This included use of risk assessments, to enable people to access controlled areas of the home.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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 the 26 November 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.