

Majestic Care Home Limited

Waterside Care Home

Inspection report

192 Queens Promenade
Bispham
Blackpool
Lancashire
FY2 9JS

Tel: 01253351612

Website: www.watersidecarehome.co.uk

Date of inspection visit:
03 February 2022

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16 February 2022

Ratings

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

Summary of findings

Overall summary

Waterside Care Home is registered to provide personal care for a maximum of 19 older people. The home is an adapted property, which is situated on the promenade at Bispham. The accommodation comprises of 19 single bedrooms, of which 14 have en-suite facilities. A stair lift enables people to gain access between the ground and first floor. At the time of our inspection visit there were 15 people who lived at the home.

We found the following examples of good practice.

The provider had dedicated staff to ensure people were admitted safely and continued to be supported in the service in accordance with national guidance. They supported people and their relatives to understand the policies and procedures surrounding protection against COVID 19, the isolation processes and how the management team and staff could help keep people safe.

Social media systems such as mobile phones and computer systems were used to facilitate contact between people and their relatives. One person said, "I come and go as I please around the home, visitors come to the pod." The registered manager was facilitating safe visiting in line with government guidance.

During our visit we observed the staff using Personal Protective Equipment, (PPE) safely. The registered manager told us sufficient stocks of PPE were available and we confirmed this on the visit. A staff member said, "Always provided with PPE."

People living in the home and staff were tested regularly for COVID-19. There were no staff employed who had not been vaccinated as now required.

The home was clean and hygienic. Cleaning schedules were in place and PPE stations placed around the home in individual rooms. Additional PPE stations were being fitted in communal areas on the wall to accommodate staff when entering people's rooms. There were designated domestic staff and cleaning schedules were followed. The registered manager carried out regular checks of the environment and cleanliness and any shortfalls were being acted on.

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

Waterside 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 03 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.