

M & C Taylforth Properties Ltd

Chaseside Care Home

Inspection report

1a St Georges Square
Lytham Stannes
St Annes
Lancashire
FY8 2NY

Tel: 01253724784

Website: www.chaseside-care.co.uk

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28 August 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

Chaseside Care Home is a care home providing personal care for 22 older people at the time of our inspection. Accommodation is provided over two floors with lift access and there are sufficient bathing and communal spaces to meet people's needs. Chaseside Care Home will be referred to as Chaseside within this report.

We found the following examples of good practice.

- The provider implemented a very good protected visiting system. All visitors followed an external route and before entering they were temperature and symptom-checked. Staff obtained their contact details to enable effective track and tracing.
- The provider communicated well with relatives and posters displayed information about safe visiting. This included the supply and donning of personal protective equipment (PPE) and social distancing rules. Staff supported people throughout the pandemic to maintain their family relationships via computer and telephone technology.
- Staff and the management team demonstrated a very good understanding of effective procedures. Staff said they felt safe because they were given the knowledge and guidance to maintain their duties.
- The management team introduced a number of other procedures to strengthen their management and mitigation of risk. For example, staff were required to travel to and from the home in their own clothes and then change into a clean uniform on arrival.
- Staff confirmed they had sufficient stock and supply of PPE. People told us the management team explained the current situation and their response to mitigate risk. They said they observed staff consistently wearing equipment, which reassured them they were safe and comfortable.
- Staff and people had their temperatures checked daily and were tested in line with current practice. The provider implemented enhanced risk and infection control policies and procedures. This included isolation and, if necessary, managing an outbreak. The provider followed national guidance on the safe admission of people to Chaseside.
- The environment was very clean, tidy and bright. Enhanced cleaning schedules included the use of antiviral disinfectant. People commented they found the home was frequently cleaned and they lived in a safe environment. Hand hygiene and washing facilities were spread throughout the home, along with information about effective handwashing methods.
- Posters were displayed throughout the home to guide staff. The manager set up a new file containing

checks and tests results, quality oversight audits and the latest guidance to familiarise staff. The workforce received enhanced infection control and PPE training. It was clear when we discussed this with them, they had a good understanding and felt well-supported by the manager and provider.

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?

The service was safe.

Inspected but not rated

Chaseside 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 28 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.