

Pathways North West Limited

Whalley Road

Inspection report

136 Whalley Road
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01 October 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

Whalley Road provides accommodation and personal care for up to nine people with mental health support needs. There were nine people living in the home at the time of the inspection.

We found the following examples of good practice.

There were effective processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included regular testing of staff and people living in the home and testing of visitors to the home, when restrictions allowed. Signage was in place to remind staff, visitors and people about the use of personal protective equipment (PPE), the importance of washing hands and regular use of hand sanitisers. This was provided in easy read and large print to be easily understood.

There were enough stocks of PPE with PPE stations and hand sanitisers available throughout the home which helped ensure staff and visitors had access when required.

Person centred care plans and risk assessments were in place for people who were in isolation and/or had tested positive. One person had been given an easy to understand story line book to help explain the pandemic and how to stay safe. The registered manager had the garage converted into an activity and games room during the most stringent lock-downs. This was also now being used for a weekly art class.

Visiting was subject to government restrictions when the national lockdowns had been in force. People were supported to maintain contact with their relatives in different ways including the use of social media and telephone calls; this assisted in promoting people's mental wellbeing. A safe visiting area had been developed to the rear of the home, with a separate entrance and this was used for visitors to carry out lateral flow tests before entering the main building.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Whalley Road

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 1 October 2021 and was unannounced.

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 had admitted people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 (IPC) policy was up to date.
- We were somewhat assured that the provider was using PPE effectively and safely. We found not all staff were wearing masks correctly. The registered manager took immediate action and arranged for refresher training, including 'donning and doffing' of PPE, and re-emphasised the correct use of PPE in staff meetings and within one to one supervisions with staff.
- We were somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. We received concerns about the cleanliness and hygiene levels within the home. When we visited we found the registered manager had already taken action to address these concerns.

The registered manager had ensured a deep clean had been carried out of the areas affected. A new cleaning rota and auditing regime had been put in place; and staff reported this had been helpful in defining staff roles and responsibilities. We found the home was clean and with no malodours.

A review of people's support plans had taken place to check the level of staff support required to carry out domestic chores and ensure good levels of hygiene whilst also promoting peoples' autonomy and independence. These concerns also highlighted a training need for staff in supporting people whose behaviours may challenge the service. The registered manager was arranging this through the provider as a matter of urgency.

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