

Allandale Care Group Limited

The Croft

Inspection report

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28 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

The Croft is a residential care home that can accommodate a maximum of 10 people. The home is registered to provide accommodation for people who require support with their personal care. At the time of our inspection, 7 people lived in the home.

During our visit, we found the following examples of good practice.

There were effective procedures in place to ensure that visitors entering the home were safe to do so. All visits to the home were pre-booked. Visitors to the home were required to have a negative Coronavirus test conducted by staff on site, prior to entry. A face mask and social distancing were required at all times. To date, there have been no cases of Coronavirus in the home.

At the time of our visit, visitation to the home was restricted. The regional manager told us this was to try to mitigate risks of the new strain of COVID-19 entering the home. However, if a person was desperate to see their loved ones, they told us a visit would be facilitated to support the person's emotional well-being.

There were risk assessments in place to protect people living in the service and staff. Where risks had been identified, for example, for staff who may be at higher risk of contracting COVID-19, measures were in place to mitigate the risk and to support them.

New admissions to the home were required to have negative COVID-19 test and, a 14 day period of isolation following admission. This adhered to government guidelines.

There were systems in place to maintain good infection control standards and regular checks were undertaken. Staff had received training in infection control and COVID 19 and there were sufficient supplies of personal protective equipment (PPE) to protect them and others from risk. Clinical waste was disposed of in accordance with government guidelines to prevent cross contamination.

Staff members were tested weekly for COVID-19 and temperatures taken daily to ensure early signs of possible COVID-19 infection were picked up quickly. Staff who tested positive were required to isolate at home for a 14 day period before returning to work.

People living in the home were tested for COVID-19 when they were poorly or presented with symptoms. Weekly observations of their health including their temperature were taken to monitor this. People living in the home and staff had been offered the COVID-19 vaccination and had received their first of two vaccinations.

Feedback from people living in the home and staff had been sought on the provider's management of COVID-19. This included whether people had received enough information about COVID 19 and sufficient support during the pandemic. 100% of people living in the home and staff were pleased with the provider's

approach and felt safe living in the home.

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.

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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 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 28 January 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 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.