

Community Care Matters Limited

Marlcroft

Inspection report

746 Warrington Road
Risley
Warrington
Cheshire
WA3 6AH

Tel: 01925871026

Date of inspection visit:
26 January 2022

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18 February 2022

Ratings

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

Overall summary

Marlcoft is a small five bedded care home providing support for young people with learning disabilities. The service is owned by Community Care Matters and has a registered manager. The service is registered for accommodation and support. It is a domestic style bungalow/property located within the local community in Risley, Warrington. The service is fully equipped for people needing assistance with hoists and wheelchair access.

We found the following examples of good practice.

- The service followed up to date guidance regarding safe visiting procedures. Visits were restricted to essential visitors only if there was an outbreak of COVID-19 within the home.
- Temperature and testing checks were completed on all visitors.
- There was a dedicated procedure that accommodated people should they develop COVID-19 or show symptoms.
- No person had been admitted to the service during the pandemic. However safe procedures would be followed if people were being admitted.
- Stocks of the right standard of personal protective equipment (PPE) were well maintained and staff used and disposed of it correctly. The registered manager shared good working practices and updates across the staff team.
- People and staff had access to regular testing.
- Guidance on the use of PPE and current IPC procedures were clearly visible across the service.
- Staff reassured people throughout the pandemic and provided them with the support they needed to maintain regular contact with their family and friends through the use technology.
- Communication between the home and relatives was maintained through various ways such as newsletters and electronic forms. Th staff held a 'family Friday' where staff contacted each family member to provide updates on their loved one.
- The provider had effective IPC audits in place to ensure good practice was maintained.
- Staff were trained in appropriate IPC measures and their competencies were regularly checked to ensure individual practice was maintained.

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

Marlcroft

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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 26 January 2022 and was announced. We gave the service three 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

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.