

# Qualia Care Limited

# Birchley Hall

## Inspection report

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Date of inspection visit:  
12 March 2021

Date of publication:  
24 May 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Birchley Hall provides accommodation and personal care for up to 31 people over two floors. Bedrooms located on the first floor can be accessed via passenger lift. At the time of our inspection there 24 people using the service.

We found the following examples of good practice.

We were assured the provider and staff at the home had taken appropriate action to help minimise the spread of infection and help ensure people were safe during the COVID-19 pandemic.

Staff had received appropriate training and guidance in infection prevention and control (IPC) and they were observed to follow correct procedures in the use of PPE. There were sufficient supplies of PPE around the premises and appropriate areas identified for staff to safely remove and dispose of PPE. The home was kept clean and hygienic with regular cleaning schedules adhered to.

The service made effective use of available COVID-19 testing for people using the service, staff and visitors. Safe procedures were in place for admitting people into the home. Staff ensured newly admitted people were given additional support to maintain their health and wellbeing.

The service had safe visiting procedures in place to minimise the spread of infection. A designated area had been identified within the home to support with this. Additional guidance was offered to help limit potential spread of infection during visits by family members. Staff reassured people throughout the pandemic and provided them with the support they needed to maintain regular contact with family and friends through the use of technology.

Staff followed shielding and social distancing rules and encouraged people to maintain social distancing where able to.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Details are in our safe findings below.

**Inspected but not rated**

# Birchley Hall

## **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 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 12 March 2021 and was announced.

## 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.

We have offered guidance regarding the provider's visiting procedures.