

Primrose Bank Ltd

Primrose Bank Care Home

Inspection report

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Lancashire
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05 February 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

Primrose Bank Care Home is a residential care home providing personal care to 20 older people. At the time of the inspection 32 people were living at the home. The service can support up to 44 people.

There are lounges and a dining room for people to enjoy. There is a garden area at the home and parking is available outside the home.

We found the following examples of good practice.

- The provider had ensured staff could access comprehensive and informative training in various aspects of infection control. This was delivered in different ways such as by demonstration and video information, to engage and support staff's understanding and practice. Staff confirmed they felt confident in the training and this helped them deliver care based on best practice.
- The environment had been arranged to minimise the risk of infection and was clean and clutter free. People told us they were consulted and happy with the arrangements in place to minimise the risk and spread of infection.
- Processes to minimise the risk of infection were carried out by staff. For example, temperature checks and increased cleaning of the home took place.
- Covid 19 policies and risk assessments were available.
- Checks, audits and analysis of information was carried out on the cleanliness of the home and action taken if this was needed.
- Adequate handwashing facilities, infection control gel and personal protective equipment (PPE) was available to support best practice.
- Staff supported people if they needed help to use electronic tablets and distanced visits were arranged whenever possible.
- People were supported to access health professional advice and care records were updated to reflect the advice. People told us they were well cared for and valued staff support.
- The service was taking part in the whole home testing process. People at the home were supported to decide if they wanted to participate. People were also supported to decide if they wanted to receive vaccinations for Covid-19. If people were unable to make this decision for themselves, best interest discussions were held with relatives and documented.
- Appropriate signage was displayed throughout the home to promote best practice.

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?

Further information is in the detailed findings below.

Inspected but not rated

Primrose Bank 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.

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 05 February 2021 and was announced. The inspection was carried out by one inspector.

Is the service safe?

Our findings

- 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.