

Springcare (Knutsford) Limited

Bucklow Manor Care Home

Inspection report

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10 February 2022

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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

Bucklow Manor Care Home is a residential care home providing personal care to 38 people aged 65 and over at the time of the inspection. The service can support up to 56 people over two floors and has recently been refurbished.

We found the following examples of good practice.

Due to the good practice, training, and diligence of managers and staff a recent COVID-19 outbreak had been limited and eradicated.

The provider facilitated visits from friends and relatives in designated areas of the home or in the individual's own room according to individual needs and circumstances. Clear procedures were in place to minimise the risk of COVID-19 being introduced and spreading through the home. A visiting relative told us how they had been offered opportunity of becoming an "Essential Care Giver". Essential care givers follow the same testing regime as care home staff and can visit even during periods of outbreak or isolation.

The provider had acquired a purpose-built visiting pod which was located directly outside the home at the front entrance. The visiting pod was heated, ventilated, and fitted with internal screen and intercom to afford safe visiting.

All visitors were offered a lateral flow device (LFD) test for COVID-19 and were asked to complete a health screening form, had their temperature checked and were provided with PPE to wear throughout their visit.

Whole home testing was in place for people, and staff.

Staff had benefited from training, support and guidance on infection control including COVID-19 and demonstrated skill and confidence in the way they carried out their duties and responsibilities.

Staff had access to PPE and there were PPE 'stations' situated at various locations around the home.

The home was clean and free of malodour throughout. Enhanced cleaning schedules had been introduced and were monitored to reduce the risk of transmission of COVID-19.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated.

Bucklow Manor 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 10 February 2022 and was announced. We gave the service one day's 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 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.

Visiting in care homes

- The provider facilitated visits from friends and relatives in designated areas of the home or in the individual's own room according to individual needs and circumstances. Clear procedures were in place to minimise the risk of COVID19 being introduced and spreading through the home. A visiting relative told us how they had been offered opportunity of becoming an "Essential Care Giver". Essential care givers follow the same testing regime as care home staff and can visit even during periods of outbreak or isolation.
- The provider had acquired a purpose-built visiting pod which was located directly outside the home at the front entrance. The visiting pod was heated, ventilated, and fitted with internal screen and intercom to afford safe visiting.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- We have also signposted the provider to resources to develop their approach relating to admitting people safely to the service. The provider's policy's and procedures were up to date and reflected government guidelines but had not always been adhered to.