

Harbour Healthcare Ltd

# Peel Moat

## Inspection report

2 Peel Moat Road  
Heaton Moor  
Stockport  
Cheshire  
SK4 4PL

Tel: 01614422597

Website: [www.harbourhealthcare.co.uk](http://www.harbourhealthcare.co.uk)

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service responsive?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Peel Moat is a residential care home providing personal and nursing care to 28 people aged 65 and over at the time of the inspection. Peel Moat accommodates up to 31 people in one adapted building.

### People's experience of using this service and what we found

People felt safe at Peel Moat and told us staff were kind to them. People had personal items in their bedrooms. Bedrooms were individually decorated to each person's taste. People were supported with bathing and personal care as they wished.

Staff supported people to remain in contact with their families by phone and video calls during the pandemic. There was a visiting policy to support safe visiting that reflected the latest government guidance. This included individual risk assessments for each designated visitor along with a lateral flow device test (LFT) before each visit, and the wearing of appropriate PPE.

Peel Moat was clean and hygienic and there was a designated housekeeping team. The cleaning schedule included cleaning of frequently touched surfaces and there were infection control posters throughout the premises to promote good practice.

Staff were provided with adequate supplies of PPE. Staff had received specific COVID-19 training from the provider, and this included guidance for staff about how to put on and take off PPE safely. Updates and refresher training took place to ensure all staff followed the latest good practice guidance. Hand sanitiser was readily available throughout the home.

The general manager undertook spot checks on staff practice. The general manager also did daily walk rounds to observe practice and support staff and people.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 29 December 2017).

### Why we inspected

The inspection was prompted in part due to concerns received about person centred-care. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and responsive sections of this full report.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those

key questions were used in calculating the overall rating at this inspection.

We looked at infection prevention and control measures under the safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Peel Moat on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

We always ask the following five questions of services.

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

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service responsive?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Peel Moat

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

Peel Moat is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a general manager who was currently registering with the Care Quality Commission. This means that when registered, they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We gathered information that the local authority and Healthwatch

held about the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with five people who used the service and seven relatives about their experience of the care provided. We spoke with seven members of staff including the general manager, the quality support manager, two care staff, housekeeper, activity coordinator and the maintenance officer. We also spoke with a visiting health and social care professional.

We reviewed a range of records. This included three people's care records. A variety of records relating to the delivery of care were also reviewed.

## 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.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Prior to the inspection we received a historic concern about a lack of person-centred care at the service. During this inspection we found that care plans were person-centred and we saw people being attended to in accordance with their preferences.
- People received support that met their needs. People told us they received their medicines as prescribed and were offered access to regular bathing and showering. Staff effectively completed charts to monitor when personal care had been delivered. This included charts to show creams were administered and where people were supported with pressure care to protect their skin.
- People told us they felt safe and that staff treated them well. One person told us, "It's not quite like being at home, but the staff are kind and attentive and I have everything I need." A relative told us, "[Person's] health and general demeanour has improved no end since moving to Peel Moat. They are very happily enjoying the company of the other residents and the staff."
- Staff demonstrated that they knew people's individual needs and we saw staff had a good rapport with people. People had a member of staff assigned to them as a 'key worker'. There was a 'resident of the day' programme that focused on updating a person's care plan to ensure they had everything they needed and were satisfied with all elements of their care.
- People were positive about the range of food available and told us they had daily menu choices. Care plans were person-centred and included people's nutritional needs and preferences. There was a daily staff handover to share information about people's changing needs.
- People had been supported with footcare from the podiatrist and were looking forward to the hairdresser visiting soon. A visiting health and social care professional gave us positive feedback about care at the home.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were starting to receive indoor visitors again at Peel Moat in accordance with government guidelines. Some relatives were happy to continue window visits or communicate by other means. Visits were subject to individual risk assessments to ensure visiting could take place in line with the latest public health advice.
- Five out of six relatives told us that they were happy with the level of communication they had received from the home during the pandemic. One relative told us that it could be difficult to get through on the telephone and would appreciate more proactive reassurance about the welfare of their loved ones.
- People told us they wanted more activities. The general manager told us, "We have recruited another



activity coordinator and we will be focusing on providing more activities for people as life returns to normal. Obviously, keeping people safe and well has been our main priority in the last year." Special events had taken place on people's birthday and for various festivals. A relative told us, "Despite everything, the staff have maintained very high standards not just on the physical side of caring but on the mental side too. They have making lockdown more bearable for everyone involved. [Person] makes no secret of the fact they are very much at home in their 'hotel' and that they feel very loved and cared about. That for me is priceless."