Cartwright Care Balmoral Management Ltd

Balmoral Care Home

Inspection report

29 Old Road
Mottram
Hyde
Cheshire
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Tel: 01457765879

Date of inspection visit:
08 February 2022

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24 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	**Inspected but not rated**

Summary of findings

Overall summary

Balmoral Care Home is a residential care home which is registered to provide accommodation and personal care for 33 people. At the time of our inspection the home was providing care and support to 22 people.

We found the following examples of good practice.
Staff and visitors were required to undertake COVID-19 testing and wear personal protective equipment (PPE) in line with current Government guidance. There were supplies of PPE readily available to staff and visitors.

Staff had received training in handwashing, Infection Prevention and Control (IPC) and the use of PPE. There were procedures and risk assessments to manage and minimise the risks COVID-19 presented to people who used the service, staff and visitors. The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

The systems in place allowed people to be admitted to the home safely.

The registered manager was supporting visits for people living in the home in accordance with the current guidance. The home had a designated visiting area which had its own entrance. This helped keep people safe by minimising traffic within the home. Alternatives to in-person visiting, such as social media and phone calls were also supported.

The home was clean and uncluttered. New furnishings and flooring had been purchased to enable easier cleaning. Communal areas had been reorganised to promote social distancing.

The system in place ensured any infection outbreaks could be effectively prevented or managed. The registered manager had been in regular contact with the local authority, public health teams and external health professionals to enable people to receive the care and intervention they needed.

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

Balmoral 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 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 8 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Inspected but not rated

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.

Visiting in care homes
The home was facilitating visits in line with government guidance in place at the time of the inspection. People were able to visit the home in a safe manner.

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.

● The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.