

# J.E.M. Care Limited

# Ann Challis

## Inspection report

128 Stretford Road  
Urmston  
Manchester  
Greater Manchester  
M41 9LT

Tel: 01617483597  
Website: [www.jemcareltd.co.uk](http://www.jemcareltd.co.uk)

Date of inspection visit:  
16 February 2022

Date of publication:  
09 March 2022

## Ratings

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

# Summary of findings

## Overall summary

Ann Challis is a residential care home that provides care and support to older people, some of whom are living with dementia. The home has 23 single rooms and the communal facilities include shared bathrooms, two open plan lounges and a dining area. 23 people were living at Ann Challis on the day of our inspection, all of whom were female.

We found the following examples of good practice.

The home was visibly clean throughout, with regular checks being made by the registered manager and senior care staff. Cleaning schedules were used to ensure all areas of the home were frequently cleaned.

Staff had received training in the use of personal protective equipment (PPE) and hand hygiene. Regular observations of practice were completed. Members of care staff told us they were kept informed of any changes in guidance by the registered manager.

A booking system was used for visitors to ensure there were not too many visitors at any one time. Current government guidance for visiting was being followed.

During the recent COVID-19 outbreak people who had tested positive used one lounge and those that were negative used another to reduce the risk of transmission.

All staff had had their COVID-19 vaccinations and took part in the regular testing programme at the home.

## 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**

# Ann Challis

## **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 16 February 2022 and was announced. We gave the service 24 hours' 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. The staff team covered for each other, with agency staff only rarely being used.

### 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.
- Ann Challis were following the current government guidance for visitors. All visitors completed a lateral flow test prior to their visit. The registered manager had discussed with relatives about being a nominated essential care giver, however no relatives had taken this up.

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.