

Crown Care Homes Ltd

Thorncliffe Residential Care Home

Inspection report

Thorncliffe
Astley Bank
Darwen
Lancashire
BB3 2QB

Tel: 01254703122

Website: www.crown-care.co.uk

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14 January 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

Thorncliffe Residential Care Home is a care home and at the time of the inspection was providing personal care to 20 people aged 60 and over. The service can support up to 28 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. The ones that applied to the area this home was located were commonly known as 'Tier Four Rules'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

Staff, management and visitors were using personal protective equipment (PPE) correctly and there were procedures in place around the use of PPE. Some aspects of staff shielding at break times needed to be looked at and we saw that by the end of the inspection, improvements had been made in this area.

We noted good practices around the disposal of PPE.

The provider had processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

Processes when visitors entered the home were robust. This ensured measures were in place to prevent people bringing infection into the home.

Where appropriate, 'socially-distanced' visits had been taking place. At the inspection however, and consistent with enhanced restrictions in 'Tier Four', these visits had been restricted and were only allowed in exceptional circumstances.

Visiting rules and process were communicated effectively to people using the service and their relatives. We saw alterations to the premises to facilitate a safe visiting area for people to meet their relatives and friends. This was a suitable way of allowing people to see their loved ones when guidance and legislation permitted.

Infection control policy and people's risk assessments had been considered and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19 outbreak in the home.

The provider insisted people were tested before admission and consistent with local guidance, people had not been admitted to the home for the most part of the pandemic. However, at the time of inspection, this position had been reviewed. In line with changes in restrictions and new guidance relevant to the

geographical area, the service had started admitting people to assist with the wider health and social care position. We were satisfied the service, staff, people and visitors were following the rules.

People's mental wellbeing had been promoted by use of social media and mobile devices so people could contact their relatives and friends. The registered manager said as people had come out of isolation and allowed into the 'wider' home, a programme of activities had been introduced and staff were encouraging people to participate.

Staff had knowledge of good practice guidance and had attended Covid-19 specialist training. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

The home was clean and hygienic. The service had started a refurbishment programme in early 2020 that had been cut short due to the pandemic. A designated cleaner was working throughout the inspection.

Staff had received Covid-19 related supervision and all had access to appropriate support to manage their wellbeing should it be required.

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?

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

Inspected but not rated

Thorncliffe Residential 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 14 January 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach around social distancing.