

Mr & Mrs M Jingree

Norfolk House

Inspection report

34 Norfolk House
Springfield
Wigan
Greater Manchester
WN6 7BJ

Tel: 01942495777

Date of inspection visit:
18 March 2021

Date of publication:
13 April 2021

Ratings

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

Overall summary

Norfolk House is a privately owned care home that offers personal care and support for up to 18 older people. The house is a large converted property situated in the Springfield area of Wigan close to local amenities. At the time of the inspection 13 people were using the service.

We found the following examples of good practice.

Processes were in place to prevent visitors from catching and spreading infections. This included the provision of personal protective equipment (PPE), such as masks, gloves, aprons, hand washing facilities and hand gel. Temperature tests were done and a COVID-19 questionnaire was completed. Lateral flow rapid COVID-19 testing was done. A secure area of the home had been identified for visiting relatives.

There was adequate access and take up of testing for staff and people using services.

Robust cleaning arrangements, including frequent deep cleaning, were in place. Staff wore a full range of PPE appropriately and consistently. Staff training, practices and deployment showed the service could prevent transmission of infection and manage any outbreaks.

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

Norfolk House

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 18 March 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 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.