

# Crystal Hall Limited

# Crystal Hall

## Inspection report

Whittingham  
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Tel: 01772861034

Date of inspection visit:  
12 January 2022

Date of publication:  
02 February 2022

## 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

### About the service

Crystal Hall is a care home providing nursing and personal care for up to 67 people with a range of physical and mental health needs. At the time of the inspection there were 55 people living in the home.

The care home accommodates people across three separate units, each of which has separate adapted facilities.

We found the following examples of good practice.

The provider had established systems to prevent visitors from spreading and catching infections. They had followed guidance on supporting safe visiting including displaying notices at the entrance to the home advising people not to enter if experiencing symptoms of COVID-19. Visitors were screened for symptoms and their contact details were recorded to support the NHS Test and Trace service. The provider had established areas for facilitating safe visiting.

Social media platforms were used to facilitate contact between people and their relatives where physical visiting was not possible. Where appropriate, people were supported by staff to use this technology and this included the use of handheld devices.

The provider had established safe admission procedures for staff to follow. This included requiring new people to a negative COVID-19 test before moving into the home, a further test during residency and to self-isolate in their bedrooms for 7 days after moving in.

During our visit we observed staff using Personal Protective Equipment, (PPE) safely. The provider had ensured sufficient stocks of appropriate PPE were available to protect people.

People living in the home and the staff were tested regularly for COVID-19. The provider had also supported staff and people to receive COVID-19 vaccines and boosters.

The home was clean and hygienic. Cleaning schedules were in place. There were regular 'deep cleans' of people's bedroom and 'domestic' staff were particularly competent in the processes involved to ensure any risk of infection was minimised.

The provider had detailed and up-to-date infection prevention and control policies and procedures. They sought and acted on advice to further improve infection prevention and control procedures. They were aware of appropriate agencies to contact in the event of an outbreak of COVID-19.

The home had spacious sitting areas. During the inspection we observed people relaxing together in lounges and where possible, staff ensured they were socially distanced.

The provider could adapt the layout of the building to support cohorting in the event of an outbreak.

## 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**

# Crystal Hall

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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.

We received information of concern about infection prevention and visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures 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 12 January 2022 and was unannounced.

# 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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