

Sandstone Care North West Limited

St Helens Hall and Lodge

Inspection report

Elephant Lane
St. Helens
WA9 5EL

Tel: 01744818030

Date of inspection visit:
10 March 2021

Date of publication:
26 March 2021

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

St Helen's Hall & Lodge is a modern, purpose-built care home in Thatto Heath, St Helen's. It offers residential care for up to 94 older people and people with dementia. At the time of this inspection 64 people were living at the home.

We found the following examples of good practice.

Visitors were able to spend time seeing and speaking with loved ones in many different ways. The home had created partitioned visiting pods in both the Hall and Lodge, where residents and relatives could see and speak to each other. Also at the time of the inspection there was a process in place so that a visitor could enter the home and sit safely with their relative, as per recent government guidance. Everyone entering the building was screened to ensure they did not have symptoms of Covid-19.

The building had been adapted to ensure good practices of infection prevention and control and maintain social distancing as much as possible. Tables in the dining room had been removed so that less people were eating at the same time. People could eat in their own rooms if they wished and more smaller public spaces had been introduced so that less people congregated together. The home had also introduced more areas for staff to relax and eat at break times.

We observed many areas around the home where personal protective equipment (PPE) could be put on and disposed of safely to minimise the spread of infection. There were areas for visitors to wash their hands and put on or remove their PPE. The home had been innovative in finding different ways to maintain a non-clinical appearance around the home by using furniture to house PPE equipment.

COVID-19 testing was undertaken twice weekly for staff (or more when required) and monthly for residents who were able and willing. There were process and procedures in place to manage positive results and we saw evidence of this at the time of inspection. There was a programme in place to ensure that staff and people residing at the home were vaccinated and a process to assess and mitigate risk if anyone declined the vaccination.

Stocks of the right standard of personal protective equipment (PPE) were well-maintained and staff used and disposed of it correctly. Staff had been trained in infection control practices and up to date information and guidance and support was provided by the local council. There was also evidence of good working relationships between health and social care when required and residents received ongoing support from two consistent GP practices.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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

St Helens Hall and Lodge

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 10 March 2021 and was announced.

Is the service safe?

Our findings

S5□ 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.