

St Helens Council

Brookfield Support Centre

Inspection report

Park Road
St Helens
Merseyside
WA9 1HE

Tel: 01744677735
Website: www.sthelens.gov.uk

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19 October 2020

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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

Brookfield Support Centre is a modern purpose built, ground floor building designed to meet the needs of up to 39 older people by providing intermediate care services. Intermediate care is for people who are ready to be discharged from hospital but may not be fit enough to go home straight away, or for those who may have difficulties managing at home due to illness or reduced mobility. They may require a further period of recovery and/or rehabilitation.

We found the following examples of good practice.

A designated unit within the home had been identified for use in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. The service was compliant with all infection prevention control measures and managers ensured the safety of people and staff both within the unit and across the whole service.

Staff were provided with current infection prevention and control (IPC) guidance and the provider kept them up to date through regular meetings, newsletters and emails. Staff completed IPC training and regular competency checks to ensure they followed correct procedures and knew how to keep people safe during the COVID-19 pandemic.

Well stocked and clearly signed personal protective equipment (PPE) stations were located around the service. Staff were observed using correct PPE equipment when carrying out their duties. People told us staff always wore the correct PPE and they felt safe whilst staying at Brookfield Support Centre. Staff were observed social distancing whilst supporting people.

There was a designated infection control lead who worked effectively with other staff to ensure they followed correct IPC procedures. Risk assessments and cleaning schedules related to Covid-19 were in place and regularly monitored. Increased cleaning schedules were in place.

Staff told us they felt safe at work and well supported by the registered manager and senior staff. Staff were provided with details of appropriate services should they wish to access independent support with their wellbeing.

People were supported with their wellbeing through regular one-to-one contact with staff and therapeutic programmes. Safe measures were in place to facilitate family visitors in exceptional circumstances. Where visitors were not permitted, alternative methods of communication were supported.

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?

Inspected but not rated.

Inspected but not rated

Brookfield Support Centre

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 19 October 2020 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.