

HC-One Limited

# Appleton Manor

## Inspection report

Lingard Lane  
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26 April 2022

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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

Appleton Manor is a residential care home providing personal and nursing care to 54 people aged 65 and over at the time of the inspection. The service is registered to support up to 59 people. Care is provided across two floors. The ground floor unit provides general nursing care, and the first floor provides residential care to people living with dementia. All rooms are en-suite and there are shared communal areas including lounge and dining areas and a secure garden.

We found the following examples of good practice.

Staff had received additional training on infection control, the safe use of personal protective equipment (PPE) and hand washing. Information posters were placed around the home and we observed staff wearing appropriate PPE.

The home was very clean with extensive cleaning schedules in place. Hand sanitising and PPE stations were available around the home. We observed staff and visitors wearing appropriate PPE as and when required.

The service had detailed policies and procedures in place to manage the risks of COVID-19. Risk assessments had been completed for the service, staff and people who use the service. The registered manager felt very supported by the organisation's COVID-19 support team, alongside the local authority and public health teams.

The registered manager was knowledgeable about current guidance on visiting and testing of people, visitors and staff. They kept people and their visitors up to date with current arrangements

## 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**

Further information is in the detailed findings below.

# Appleton Manor

## **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.

This inspection took place on 26 April 2022 and we gave the service 24 hours' notice of the inspection.

# 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.

### Visiting in care homes

Relatives and friends were supported to visit their loved ones at the home in a safe way. The registered manager ensured visiting was facilitated as per Government guidance and people and their visitors were kept up to date with current arrangements. The registered manager had ensured that people had a named care giver to visit them to provide assistance and reassurance, even during a COVID-19 outbreak.