

HC-One No.1 Limited

# Broad oak Manor Care Home

## Inspection report

Mulcrow Close  
Parr  
St Helens  
Merseyside  
WA9 1HB

Tel: 01744615626

Date of inspection visit:  
11 February 2022

Date of publication:  
01 March 2022

## Ratings

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

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

# Summary of findings

## Overall summary

Broad oak Manor Care Home provides nursing and personal care to up to 120 people across four separate units with their own adapted facilities. At the time of our inspection, 70 people were living across three of these units; some of which were living with dementia.

We found the following examples of good practice

Family members spoke positively about the service and how risks associated with COVID-19 had been managed in order to keep people safe. One family member told us, "They [service] look after her [relative]. They do what they need to do to keep people safe. I can't knock them really. The home is always clean. She is always clean. She seems to love it and they love her."

The registered manager and staff regularly communicated with family members to keep them informed of any important changes; particularly in relation to COVID-19.

The home was visibly clean and hygienic. Regular cleaning schedules were maintained by housekeeping staff to evidence cleaning tasks were being completed. Staff had received training in infection prevention and control and were observed following current guidance in the use and disposal of PPE. The registered manager carried out regular spot checks on staff to observe their practice.

Staff and people were supported to access regular COVID-19 testing and the provider had systems in place to ensure they followed current guidance in relation to COVID-19 vaccinations for staff and visiting professionals.

People were supported to maintain regular contact with family members through visits and other forms of communication. Systems were in place to prevent visitors from catching and spreading infections.

The registered manager had considered the impact of isolation on people's well-being; particularly those living with dementia. Appropriate assessments had been completed to help manage any associated risks whilst ensuring people's well-being was not affected.

## 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**

# Broad oak Manor Care Home

## **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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 11 February 2022 and was announced. We gave the service 24hours' 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.
- Visits for people living in the home were arranged in line with government 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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.