

Croftwood Care UK Limited

Loxley Hall

Inspection report

Lower Robin Hood Lane
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Frodsham
Cheshire
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Date of inspection visit:
22 February 2021

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12 March 2021

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

Loxley Hall can accommodate up to 40 people who require support with personal or nursing care. The layout of the home is across two floors and the home is purpose built. There were 31 people living at the service at the time of the inspection some of whom were living with dementia and other age-related conditions.

We found the following examples of good practice.

Relatives felt they had been kept informed throughout the pandemic and spoke highly of the communication they had received. One relative told us "I've had e-mail communication from the manager and the clinical lead about visiting, how it would be managed and what to expect. I've been kept informed about the changes. They've also attached the government guidance to e-mails so you can read that as well."

Relatives spoke positively about their experience of visiting their loved ones and felt the arrangements for visiting were safe. Visits took place in a room that was cleaned in-between visits and contained a full-length screen and a microphone to aid communication. One person's relative told us, "We arranged a regular day for me to visit. They asked me what day was the best for me and what time. When I get there, the first thing they do is take my temperature then they open the door and ask me to sanitize my hands. Then they give me a sheet I have to fill in that has questions about Covid. Providing everything's alright I walk around the outside of the building to the room. I have every faith in them and that they are doing everything they can to keep my relative safe."

People were supported to keep in touch with their family using technology. One relative told us their family had daily Skype calls with their loved one and commented, "For us and for my relative these have been a huge success and a bit of a lifeline in terms of keeping in touch."

The environment was clean and hygienic and increased cleaning schedules to reduce the risks of cross infection were in place. We observed staff wearing the correct personal protective equipment (PPE) and they knew how to dispose of it safely. One relative told us, "Staff always wear a mask, I've never seen any staff without a mask on."

People and staff were taking part in regular COVID-19 testing. People were being monitored for symptoms of COVID-19 and people who needed to were supported to isolate in their own rooms. Staff were informed of who was isolating and knew what PPE to wear and what enhanced procedures needed to be followed to protect them from risk. Any visitors needing to enter the building were screened for signs and symptoms of COVID-19, asked to sanitize their hands and provided with PPE before they could enter.

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?

Further information is in the detailed findings below.

Inspected but not rated

Loxley 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 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 22 February 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.

We have also signposted the provider to resources to develop their approach.