

# Ablecare Homes Limited

# Crossley House

## Inspection report

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## Ratings

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

|                      |                                |
|----------------------|--------------------------------|
| Is the service safe? | <b>Inspected but not rated</b> |
|----------------------|--------------------------------|

# Summary of findings

## Overall summary

Crossley House is a care home which provides personal and nursing care for up to 17 people who are living with dementia. At the time of the inspection, 11 people were living at the home.

We found the following examples of good practice.

Clear signage and procedures were in place on arrival at the service to keep people safe. This included screening visitors for coronavirus symptoms, carrying out a temperature check, and wearing personal protective equipment (PPE). Visits were planned and personalised, and staff supported people to make telephone and video calls to maintain social contact when visits could not take place.

Staff made efforts to ensure relatives were kept informed about the activities and wellbeing of their family member. This included sending regular photos and videos and sharing events and celebrations on the provider's Facebook page. This included summer and Christmas parties, online sessions with an entertainer, charity fundraising and celebrating seasons.

One person had been able to celebrate their 100th birthday with staff and people at the service, as well as members of their family. The visitors to the service were outside in the garden, while the person who lived at the service was indoors in the conservatory. The event was important to and appreciated by the person and their family and was carefully planned and risk assessed to keep everyone safe.

The provider had carried out surveys with people who lived at the service and their relatives. They had received positive feedback about how relatives felt the service had managed during the pandemic, and how they had been able to keep in touch with their family members.

The service was clean and well maintained and procedures throughout the building helped control the risk of cross infection. Staff had access to sufficient PPE, and received training in infection prevention and control measures to keep people safe. During our inspection we noted windows were open and rooms were well ventilated. This can help to reduce the spread of coronavirus.

The management team spoke highly of the staff and noted many had 'gone the extra mile' to keep people safe when there was a coronavirus outbreak at the service. Staff were well supported and received training to help them carry out their role to a high standard. Staff and people living at the service could access regular Covid-19 tests.

People who did not have the capacity to consent to a Covid-19 test or vaccination had been appropriately assessed and decisions were made in their best interests and in consultation with others.

## 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**

We were assured that people were protected by the prevention and control of infection.

# Crossley House

## **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 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 24th 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.