

Croftwood Care UK Limited

Croftwood

Inspection report

Whitchurch Way
Halton Lodge
Runcorn
Cheshire
WA7 5YP

Tel: 01928576049

Date of inspection visit:
10 February 2021

Date of publication:
24 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Croftwood is a care home registered to provide accommodation and personal care for up to 47 people. At the time of our inspection there were 40 people living at the home.

We found the following examples of good practice.

- The home had effective measures in place to reduce the risk of people spreading infection on entering the premises.
- Staff were using and disposing of personal protective equipment (PPE) safely and in line with the relevant national guidance.
- Staff had overcome communication issues created by PPE by using communication cards.
- Staff and residents were tested regularly for COVID-19. The frequency of tests was in line with current guidance.
- The home had assisted people to keep in touch with friends and relatives using video calls.
- Relatives had been supported to safely visit their loved ones in exceptional circumstances in line with the national guidance.
- The home was clean and hygienic. Daily cleaning schedules were in place to ensure more frequent cleaning was completed including frequently touched surfaces.
- The home had a robust infection prevention and control policy.

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

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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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 10 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 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 found that some seating in communal areas could be improved to make it easier for people to socially distance. We have also signposted the provider to resources to develop their approach.

The registered manager has taken responsive action since the inspection and has altered the layout of the communal areas.