

Europe Care Holdings Limited

Abraham House

Inspection report

515 Blackpool Road
Ashton-on-Ribble
Preston
Lancashire
PR2 1EQ

Tel: 01772721102

Website: www.abrahamhousepreston.co.uk

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11 January 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

Abraham House is a residential care home providing personal care for a maximum of 30 older people living with dementia. The accommodation is over two floors with a passenger lift to both floors. There are 26 single rooms and two double rooms. Communal areas comprise of two lounge areas, a conservatory and a dining room. There is an enclosed garden and a car park.

We found the following examples of good practice.

Measures were in place to prevent relatives & friends, professionals and others visiting from spreading infection at the entrance and on entering the premises. Staff were trained in the visitor testing process at Abraham House. There were designated hand washing and sanitiser facilities on entry and exit to the home with an ample supply of personal protective equipment for visitors to use once tested.

Measures were in place to prevent people from spreading infection when admitting a person to the service from a health, social care service or community setting. The service was following the required testing and isolation periods for new residents and also supported those who struggled to self-isolate using zoned areas in the home if required.

Staff used personal protective equipment correctly and complied with current guidance.

Specific personal protective equipment training was provided and undertaken by all staff and was regularly refreshed. Audits were undertaken by the service and actions implemented to ensure measures were effective.

Staff and people using the service accessed regular testing as per guidance and the service knew what to do in the event of someone becoming symptomatic or testing positive for COVID-19.

The premises looked clean, hygienic and clutter free with a cleaning schedule maintained by dedicated cleaning staff who knew which cleaning products to use.

The layout and facilities of the premises had been changed, where possible, to support social distancing and visiting. In the event of an outbreak there was a process to initiate zoning and cohorting areas for residents with COVID-19 and those who had not.

The Registered Manager was being well supported in their role to be resilient and managing IPC risks effectively with the support of the Deputy Manager, staff team, District Nurses and a specialist consultant.

Effective measures were in place to ensure the service was meeting COVID-19 vaccination requirements for people visiting the service (who are not exempt from the requirement) and the service kept a record of this including supporting staff to get their vaccinations. All staff were vaccinated at the service.

Where areas were identified that could be improved the service acted on them without delay. This included putting up new more prominent infection prevention and control posters on entry and exit of the home for staff and visitors and re-instating previous upstairs donning and doffing stations following recent redecoration.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The provider had infection prevention and control policies and procedures in place and implemented them effectively to safely manage COVID-19.

Inspected but not rated

Abraham 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 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.

On the day of inspection there were 28 residents living at this service.

We spoke to three staff a visiting professional and one resident.

This inspection took place on 11th January 2022 and was announced. 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.