

Wellfield and Henley House Limited

Henley House

Inspection report

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Lancashire
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Tel: 01254232763

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28 January 2021

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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

Henley House is a care home and at the time of the inspection was providing personal care to 21 people aged 60 and over. The service can support up to 23 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. The ones that applied to the area this home was located were commonly known as 'Tier Four Rules'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

Staff, management and visitors were using personal protective equipment (PPE) correctly and there were procedures in place around the use of PPE. We noted good practices around the disposal of PPE and other waste.

The provider had processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

Processes when visitors entered the home were quite robust. Temperatures were taken and recorded to see if the visitor was showing signs of infection. Entry was prevented if the reading was out of range. In addition, the registered manager agreed to raise a brief questionnaire at the front door so that additional checks were made to be completely sure visitors were safe to enter.

Where appropriate, 'socially-distanced' visits had been taking place. At the inspection however, and consistent with enhanced restrictions, these visits had been restricted and were only allowed in exceptional circumstances. There was a visiting pod that had been created outside of the home where people could see their loved ones in an isolated way. The registered manager said it was hoped these visits could be resumed when restrictions were lifted.

Visiting rules and process were communicated effectively to people using the service and their relatives. People's mental wellbeing had been promoted by innovative use of social media and electronic tablets so people could contact their relatives and friends. At the time of inspection, the home's activities coordinator was away from the home but the registered manager said a programme of activities was to be introduced shortly with reminders to staff to encourage people to participate.

The provider also insisted people were tested before admission to the home. Overall we were satisfied the service, staff, people and visitors were following the rules to try and prevent infection from entering the home.

The infection control policy and people's risk assessments had been considered and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19 outbreak in the home.

Staff had knowledge of good practice guidance and had attended Covid-19 specialist training. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

The home was clean and hygienic. A designated full-time cleaner was in post and additional staff could be used if this was required.

Staff had received Covid-19 related supervision and all had access to appropriate support to manage their wellbeing should it be required.

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?

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

Inspected but not rated

Henley 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 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 28 January 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing people and visitors to the home 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.