

Lancashire County Council

# Olive House Home for Older People

## Inspection report

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Date of inspection visit:  
20 January 2021

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## 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

Olive House Home for Older People is a residential care home registered to provide accommodation and personal care for up to 44 people aged 65 and over. At the time of the inspection, 28 people were living in the home. The home is split into three areas known as Community Beds, Balmoral Manor and Kensington Manor. Balmoral Manor provided care for people living with dementia and the Community Beds area specialised in providing support for people receiving rehabilitative care.

We found the following examples of good practice.

The registered manager had established robust infection prevention and control procedures which were understood and adhered to by the staff. Whilst the service was closed to all but essential visitors in accordance with Government guidelines, a visitors' pod had been installed in front of the home. This will help facilitate safe visiting arrangements, when restrictions are eased. There was also clear signage for visitors and personal protective equipment (PPE) at the entrance to the home.

The registered manager was very aware of the emotional impact on people when they were not able to see their relatives. Considerable emphasis had been placed on finding different ways to enable people to maintain contact with their families which included video calls, telephone calls or written communication.

There were plentiful supplies of PPE and stocks were carefully monitored. Staff had been trained in infection control practices and posters were displayed throughout the home to reinforce procedures. We observed staff were using PPE appropriately and disposal arrangements were safe. There were sufficient staff to provide continuity of support should there be a staff shortage.

The layout of the service and the communal areas were suitable to support social distancing. The premises looked clean and hygienic throughout and there were enhanced cleaning schedules in place and adequate ventilation. The atmosphere of the home was calm and cheerful. People were occupied doing activities, spending time watching television and chatting to staff.

The provider's infection prevention and control policies and procedures were up to date and audits had been carried out on a regular basis. The provider also had a business contingency plan and had developed guidance and risk assessments in relation to the current pandemic.



## 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**

Further information is in the detailed findings below.



# Olive House Home for Older People

## **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 the Care Quality Commission's (CQC) 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 20 January 2021 and was announced. We gave 24 hours' notice of the inspection due to restrictions in place during the COVID pandemic.



# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.