

Croftwood Care UK Limited

Ancliffe Residential Care Home

Inspection report

Warrington Road
Goose Green
Wigan
Lancashire
WN3 6QA

Date of inspection visit:
08 March 2021

Date of publication:
18 March 2021

Website: www.minstercaregroup.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Ancliffe Residential Care Home is a purpose-built home registered to provide accommodation for up to 40 people who require personal care and support. The home is located in Goose Green, a residential area close to Wigan town centre. At the time of our inspection 31 people were living at the home.

We found the following examples of good practice.

Robust processes were in place for any essential visitors to the home. Temperature checks were taken automatically via infra-red technology, with a manual thermometer available as a backup. The monitoring system also verbally prompted visitors to put on personal protective equipment (PPE). Each visitor was required to complete a risk assessment, to confirm they were well and displaying no COVID-19 symptoms.

The home was prepared to facilitate internal visitors, in line with government guidance. Training in LFD testing had been completed, with a file set up for each person, in which their nominated visitor was recorded, along with sections to document test results and feedback on how the visit had gone.

The home had robust cleaning procedures in place, which had been increased in response to the pandemic. Frequent touch points had been cleaned as often as hourly, with records evidencing this. Cleaning and infection control audits had been completed monthly, alongside daily walkrounds, to ensure best practice was maintained.

The home had a plentiful supply of PPE, which was worn correctly and consistently by staff. A toilet and washroom close to the entrance, had been converted into a PPE hub, where staff and professional visitors could wash their hands and put on PPE. Additional PPE stations were located across the home. Staff had completed both internal and local authority training in infection control and the safe use of PPE.

Information booklets written in an easy read format had been created and given to each person, which explained all about COVID-19, the need for staff to wear PPE and other relevant information. This had helped people adjust to the changes within the home and reduce any anxieties.

Contact with relatives had been maintained throughout the pandemic, in line with local and government guidance. When permitted, screened indoor visiting had been facilitated via an appointment system. Clear guidance had been drawn up to ensure these were completed safely. Alongside these, the home had supported video and telephone calls, alongside window visits.

Social distancing was promoted, with furniture in communal areas spaced out to support this. Limits on how many people could access each communal area was also in place. Where people had displayed any symptoms, isolation had been used effectively. To date, the home had not had any cases of COVID-19.

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

Ancliffe Residential Care Home

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 8 March 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 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.