

Barchester Healthcare Homes Limited

Caldy Manor

Inspection report

Caldy Road
Caldy
Wirral
Merseyside
CH48 2HY

Tel: 01516252311
Website: www.barchester.com

Date of inspection visit:
02 March 2021

Date of publication:
12 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Caldy Manor is a residential care home owned and managed by Barchester Healthcare Homes Limited. It is registered to provide accommodation and personal care for up to 38 people. At the time of this inspection there were 16 people living at the home.

We found the following examples of good practice.

- The service had procedures and protocols in place which ensured people were admitted into the service safely.
- People and their relatives were supported to understand the isolation procedures and infection prevention and control measures. The service helped to alleviate people feeling lonely, by providing access to safe supervised visiting, in accordance with national guidance, and video and telephone calls with friends and loved ones. There was dedicated support time from their assigned staff members including activity time.
- Staff were supported in isolation/sickness absence by the provider. Staff support and wellbeing was considered and enhanced during the pandemic.□
- Personal protective equipment (PPE) was widely available and used correctly and there was an extensive testing program in place for staff, people using the service and visitors.
- The home was clean and hygienic throughout. Areas in the home had been redesigned to enable effective social distancing.
- Staff were trained in infection prevention and control (IPC) and had frequent refresher training and guidance in COVID-19 guidelines. There were good links with the local community trust IPC team for guidance and support.
- There was an IPC policy and procedures in place. Contingency plans were in place for future service disruption, including due to infection outbreaks and winter pressures.

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

Caldy Manor

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 2 March 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 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.