

HC-One Limited

County Homes

Inspection report

40 New Hey Road
Woodchurch, Birkenhead
Wirral
Merseyside
CH49 5LE

Date of inspection visit:
03 February 2021

Date of publication:
16 February 2021

Tel: 01516040022

Website: www.hc-one.co.uk/homes/county-homes

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

County Homes is registered to provide accommodation and personal care to up to 90 people living with dementia. At the time of the inspection, there were 67 people living in the home.

We found the following examples of good practice.

The provider and registered manager had implemented appropriate procedures within the service to help minimise the spread of infection and help maintain people's safety during the COVID-19 pandemic.

Infection prevention and control (IPC) guidance was displayed on a notice board within the home and updates sent to relatives regularly, so everybody was aware of guidance and the procedures in place when visiting.

Staff had received IPC training, including the correct use of personal protective equipment (PPE) and we saw this in use during the inspection. Regular cleaning schedules had been developed for all areas of the home. Staff changed into their uniforms when they arrived at the home, to help prevent the spread of infection.

Staff followed shielding and social distancing rules and encouraged people to maintain social distancing where able to. Risks to people and staff had been assessed and appropriate measures taken to reduce any identified risks. People had their temperature and oxygen saturation levels monitored twice daily so any changes were identified and acted upon quickly.

Staff and people living in the home underwent regular COVID-19 testing and timely actions were taken if anybody tested positive, to help prevent further spread. Visitors also completed lateral flow tests on arrival.

An internal visiting room had been developed to enable safe, socially distanced visiting with plastic screens and a separate entrance from the car park, as well as a separate visiting pod in the garden. When people were unable to visit, staff supported people to maintain contact with their family members through regular telephone calls and Skype video calls.

Safe procedures were in place for admitting people into the service in line with current guidance. An isolation unit had been developed and any people newly admitted to the home would isolate for 14 days on there, before moving into one of the main units.

We were assured this service was following safe infection prevention and control measures to keep people safe.

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

County Homes

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 3 February 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.