

Croftwood Care UK Limited

# Greenacres Residential Care Home

## Inspection report

Green Lane  
Standish  
Wigan  
Lancashire  
WN6 0TS

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03 February 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

Greenacres Residential Care Home is located in Wigan, Greater Manchester and is operated by Croftwood Care UK Limited. The home provides accommodation, personal care and is registered with CQC to provide care for up to 40 people. At the time of our visit there were 38 people living at the home.

We found the following examples of good practice:

At the entrance of the home, information displayed to inform visitors about any infection control procedures to be followed. Temperature checks were completed, along with a questionnaire to establish if visitors had recently displayed any symptoms of COVID-19.

Various methods had been used to enable people to keep in touch with their family and friends during the pandemic. This included video calls and window visits. A large screen was also used to put in between people, at times when visitors had been able to go into the building.

Zoning arrangements were used when people had tested positive for COVID-19 and needed to self-isolate in certain areas of the home such as bedrooms. COVID-19 testing was in place for both staff and people using the service. People living at the home were also scheduled to receive their COVID-19 vaccination imminently.

Appropriate arrangements were in place for new admissions to the home, such as requesting confirmation of a negative COVID-19 test before each person moved into Greenacres.

Enough personal protective equipment (PPE) was available and we saw staff wore it appropriately all times during our visit. Hand sanitizers were distributed throughout the building and we observed staff using them at regular intervals.

We observed the home to be clean and tidy, with domestic staff carrying out their duties throughout the day. Windows were opened at various times during the day to assist with ventilation and outdoor facilities were used when better weather allowed.

There were enough staff to care for people safely, with staff receiving additional infection control training during the pandemic.

Risk assessments were completed where certain groups may be at higher risk of harm if they contracted the virus. An appropriate infection control procedure was in place and regular infection control audits were undertaken to ensure standards were maintained. Contingency planning arrangements had also been put in place.

## 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**

# Greenacres 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 3 February 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.