

Pinestone Limited

Heathercliffe Residential Care home

Inspection report

Old Chester Road
Helsby
Frodsham
Cheshire
WA6 9NP

Tel: 01928723639

Date of inspection visit:
24 March 2021

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07 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Heathercliffe is a residential care home providing accommodation and personal care to 21 people at the time of the inspection. The service can support up to 22 people.

We found the following examples of good practice:

There was a robust process for accepting visitors into the service safely to protect themselves and people who used the service.

Arrangements were in place so that service users could receive visitors safely and privately.

Service users had been supported in maintaining remote contact with their families and friends using online communication methods.

The service was clean and hygienic with cleaning schedules being adapted to ensure that these standards were maintained.

All staff wore personal protective equipment (PPE) such as facemasks, disposable gloves and aprons at all times to minimise the risk of spreading infection.

People who used the service were able to maintain their own daily routines and the atmosphere was relaxed and homely.

A relative told us that the service had "worked wonders" to support their friend and to keep them up to date on their wellbeing. The relative was very complimentary of the registered manager's work during the pandemic; as were the staff team.

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.

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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 COVID-19 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 24th 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.