

Weatherstones House Care Limited

Hinderton Mount

Residential Home

Inspection report

Chester High Road
Neston
Cheshire
CH64 7TA

Tel: 01513361019

Date of inspection visit:
08 February 2021

Date of publication:
25 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hinderton Mount Residential Home can accommodate up to 26 people who require support with personal care. The layout of the home is across two floors in one adapted building. There were 11 people living at the service at the time of the inspection, all of whom were living with age-related conditions.

We found the following examples of good practice.

A relative spoke positively about their experience of visiting their loved one and the communication they had received from the service during the pandemic. They explained the service had a visiting room which had a floor to ceiling screen and a microphone to support effective communication at socially distanced visits. Staff explained how they supported people to use hand held devices to stay in touch with their families and spent time with people to reduce the impact of social isolation.

The environment was clean and hygienic and increased cleaning schedules to reduce the risks of cross infection were in place. We observed staff wearing the correct personal protective equipment (PPE) and they knew how to dispose of it safely.

People and staff were taking part in regular COVID-19 testing and people were being monitored for symptoms of COVID-19. The registered manager and staff were aware of the action to take should someone living at the service test positive for COVID-19 and who to go to for advice.

All visitors were asked to complete a health screening form, have their temperature checked and were provided with face masks to wear throughout their visit. Full PPE was available for all visitors along with access to handwashing facilities and hand sanitiser.

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

Hinderton Mount Residential 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 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.

We have also signposted the provider to resources to develop their approach.