

Polebank Care Home Ltd

# Polebank Hall Residential Care Home

## Inspection report

Stockport Road  
Gee Cross  
Hyde  
Cheshire  
SK14 5EZ

Date of inspection visit:  
10 June 2021

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23 June 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

Polebank Hall Residential Care home is registered to provide accommodation and care for up to 29 people. At the time of our inspection there were 29 people living at the home.

We found the following examples of good practice.

There were procedures in place to allow people to move into the home safely. Staff and visitors were required to undertake COVID-19 testing and wear personal protective equipment (PPE) in line with current Government guidance. Staff had received training in infection control and prevention and correct use of PPE.

Whilst restrictions on visiting had been in place based on Government guidance, staff and the registered manager had ensured people were kept in touch with their friends and relatives. There were lots of activities for people to take part in to help support people's well-being. They had links with a local school and as the children could not visit, they had set up a pen pal group and were now exchanging letters and artwork with the children.

The home was extremely clean. Comprehensive cleaning schedules were in place and carried out daily and weekly.

The registered manager had been in regular contact with the local authority and public health teams. The service had detailed risk assessments and policies and procedures in place to manage the risks of COVID-19. The registered manager and provider had a range of auditing and monitoring in place to ensure infection control procedures were being followed properly.

## 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**

# Polebank Hall 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 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 10 June 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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.