

HC-One Limited

Primrose House Nursing Home

Inspection report

72 Crewe Road
Haslington
Crewe
Cheshire
CW1 5QZ

Tel: 01270250110

Website: www.hc-one.co.uk/homes/primrose-house

Date of inspection visit:
30 April 2021

Date of publication:
19 May 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Primrose House provides care and accommodation for up to 42 people with nursing care needs who are living with dementia. The home is a single storey, purpose built facility. At the time of the inspection the service supported 40 people.

We found the following examples of good practice.

- People living at the home and staff were supported to take part in regular testing and had access to the vaccination programme.
- Procedures were in place to facilitate visits to people in line with government guidance. A new on-line booking system was being trialled.
- Staff had access to PPE and had received training, along with observations to ensure they used this correctly.
- People were admitted to the home safely and where necessary staff supported people to self-isolate, taking into account their well-being.
- Measures were in place to minimise risk, including staff changing from their outdoor clothes at the start of a shift.
- Schedules were in place to ensure frequent cleaning took place, with increased cleaning of frequently touched surfaces to reduce the risk of transmission of infection.
- There were COVID-19 specific policies and assessments in place, which meant staff were guided to take appropriate actions to reduce the risk of transmission.

Further information is in the detailed findings below.

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

Primrose House Nursing 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 30 April 2021 and was announced.

Is the service safe?

Our findings

- 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.

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