

Canterbury Care Homes Limited

Rowans Care Centre

Inspection report

Merriden Road
Macclesfield
Cheshire
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Date of inspection visit:
21 January 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

Rowans Care Centre is a residential care home providing nursing and or personal care to 25 people aged 65 and over at the time of the inspection. The service can support up to 36 people. Accommodation is across two separate floors.

We found the following examples of good practice.

The provider had made changes to the layout of the home to accommodate the needs of people during the COVID19 pandemic and provide safe and effective care. A five-bed isolation unit had been created to enable the safe and effective admission of people from hospital and the community. New residents were admitted to isolation unit where they would remain until their 14-day isolation was completed.

At the time of the inspection visits to the home were only allowed in exceptional circumstances such as end of life. At such time special arrangements were made, sensitive to the needs of the person and their visitors to ensure the safety and well being of all concerned.

People could keep in touch with their relatives by phone, video calls and closed window visits arranged with the home. In preparation for future visits alterations had been made to the ground floor lounge and conservatory with the addition of a floor to ceiling screen fitted with a Perspex window and intercom. In future visitors will be able access the conservatory externally, so they can visit their relatives safe in the knowledge there is no possibility of cross infection.

People told us that they felt safe and well cared for and made positive comments about the staff including: "the staff are lovely" and "staff are always very nice".

Whole home testing was in place for residents and staff and the registered manager maintained detailed records of each test, its reference number and outcome.

Staff had benefited from training, support and guidance on infection control including COVID19 and demonstrated skill and confidence in the way they carried out their duties and responsibilities.

Staff had access to the personal protective equipment (PPE) they needed and there were PPE 'stations' situated at various locations around the home.

The home was clean and free of malodour throughout. Enhanced cleaning schedules had been introduced and monitored closely by senior staff to reduce the risk of transmission of COVID-19.

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

Rowans Care Centre

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 21 January 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.