

Maria Mallaband Care Homes (2) Limited

Alexandra Court - Cleveleys

Inspection report

110 Victoria Road east
Thornton
Cleveleys
Lancashire
FY5 3SZ

Tel: 01253853645

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25 November 2020

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16 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Alexandra Court is a care home for older people, providing single apartments with lounges and kitchens for each person. There are a several communal areas for people to make use of including spacious lounges, dining room, gardens and a large conservatory. The service provides personal care and support for people with a wide range of needs and abilities on a 24-hour basis, including waking watch care throughout the night. The home is registered to provide accommodation for a maximum of 37 people. At the time of the inspection 22 people were living at the service.

We found the following examples of good practice.

- The provider had ensured staff could access comprehensive and informative training in various aspects of infection control. Staff confirmed they felt confident in the training and this helped them deliver care based on best practice.
- The environment had been arranged to minimise the risk of infection and was clean and clutter free.
- Information was gathered from visitors to help minimise the risk and spread of infection.
- Risk assessments were carried out to minimise the risk and spread of infection.
- Processes to minimise the risk of infection were carried out by staff. For example, temperature checks and increased cleaning of the home took place.
- Covid 19 policies and risk assessments were available.
- Checks and audits were carried out on the cleanliness of the home and action taken if this was needed.
- Adequate handwashing facilities, infection control gel and personal protective equipment (PPE) was available to support best practice.
- Staff supported people to use electronic tablets and telephones to maintain contact with loved ones.
- People were supported to access health professional advice and care records were updated to reflect the advice.
- The service was taking part in the whole home testing process. People at the home were supported to decide if they wanted to participate. If people were unable to make this decision for themselves, best interest discussions were held with relatives and documented.
- Appropriate signage was displayed throughout the home to promote best practice.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Alexandra Court - Cleveleys

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 November 2020 and was unannounced.

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.