

Croftwood Care UK Limited

# Thorley House Residential Care Home

## Inspection report

Hazelmere Gardens  
Hindley  
Wigan  
Lancashire  
WN2 3QD

Tel: 02084227365  
Website: [www.minstercaregroup.co.uk](http://www.minstercaregroup.co.uk)

Date of inspection visit:  
16 February 2021

Date of publication:  
05 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Thorley House Residential Care Home is situated in a quiet residential area of Hindley, Wigan and is registered to provide personal care and accommodation for 40 people. At the time of this inspection 38 people were living at the home.

We found the following examples of good practice.

The premises were clean and well-maintained. Staff followed robust cleaning schedules to ensure all areas of the home were regularly cleaned; these were monitored by the registered manager. We saw staff wore Personal protective equipment (PPE) as appropriate and regularly changed this in between supporting different people. Staff practice in the use of PPE was monitored daily by the registered manager.

Tests for COVID-19 were being carried out in line with good practice guidance. The environment had been altered to maximise social distancing. New flooring and chairs had been purchased which better minimised the potential for the spread of infections, as they were able to be cleaned more thoroughly and regularly.

Visits to the home were restricted at the time of this inspection, in accordance with local infection control guidance. During this time staff were supporting people to stay in contact with their relatives and friends via telephone and Zoom calls.

## 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**

# Thorley House 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 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 16 February 2021 and was announced.

# Is the service safe?

## Our findings

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.