

Birch Care Limited

# Madison Court

## Inspection report

Madison Close  
Parr  
St Helens  
Merseyside  
WA9 3RW

Tel: 01744455150

Date of inspection visit:  
26 January 2022

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17 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Madison Court is a care home that provides personal and nursing care for up to 66 people in one building. Accommodation was over three floors. At the time of this inspection 62 people were living at the service.

The service had dedicated staff to ensure people were received safely and continued to be supported in the service in accordance with national guidance.

They supported people and their relatives to understand the policies and procedures surrounding protection against COVID 19, the isolation processes and how the service could help them to keep people safe.

During our visit we observed the staff using Personal Protective Equipment, (PPE) safely. The registered manager told us sufficient stocks of PPE were available and we confirmed this on the visit. A staff member said, "There has always been enough PPE, masks and hand sanitiser."

People living in the home and staff were tested regularly for COVID-19. There were no staff employed who had not been vaccinated as now required.

The home was clean and hygienic. Cleaning schedules were in place and PPE stations placed around the home. Additional cleaning protocols were in place to ensure all areas of the building were regularly sanitised.

Relatives told us they were kept up to date about any changes relating to visiting. People we spoke to were able to clearly describe the process for visiting including testing and PPE. One person said; "I wear a mask and full PPE when visiting [Name]. I dispose of my PPE in the clinical waste bin as I leave Madison Court." Another person stated; "I am essential care giver and I can go in regularly. I feel safe and I think I am keeping my relative safe."

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

**Inspected but not rated**

Inspected but not rated.

# Madison Court

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 26 January 2022 and was announced. We gave the service a short amount of notice for the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.