

Newco Southport Limited

Burgess Manor

Inspection report

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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

Burgess Manor is a residential care home providing personal and nursing care to 45 people at the time of the inspection. The service is registered to support up to 53 people.

We found the following examples of good practice.

The home facilitated face to face visits, in line with government guidance. Visiting policies had been updated to reflect the recent changes to government guidance.

The home had a designated visiting area which had its own entrance, this helped keep people safe by minimising traffic within the home. Alternatives to in-person visitation, such as virtual visits, were also supported.

A 'booking in' procedure was in place for visitors to the home including a health questionnaire and evidence of a negative lateral flow test. This helped prevent visitors spreading infection on entering the premises.

The home facilitated people to access the community in a safe way. Staff supported people with the use of risk assessments, PPE and good hand hygiene practices.

Individual COVID-19 risk assessments for people and staff at risk had been completed. This helped mitigate the risks of contracting the virus.

People and staff were tested regularly for COVID-19. Staff employed at the home had been vaccinated, to help keep people safe from the risk of infection. Some staff had received their COVID-19 booster vaccinations.

The home had a team of long standing staff, this helped keep people safe by minimising the need to use staff from external sources, such as agency staff.

Infection control policies and procedures helped ensure that the home adopted best practice which complied with current guidance. The home was clean and hygienic. We noted some chipped and damaged paintwork in the communal corridors which could prevent effective cleaning, however, this had already been identified by the registered manager. Plans were in place to continue refurbishing parts of the home.

The home employed full time domestic staff. Cleaning schedules and audits were in place to help maintain cleanliness and minimise the spread of infection.

The home comprised of four units, meaning that during times of a COVID-19 outbreak, any people who were COVID-19 positive could be cared for separately from those with a negative status.

Staff were trained and competent in infection prevention and control best practices and how to put on and take off PPE. The home had adequate supplies of appropriate PPE. Staff had a designated area of the home where they could change into their uniforms and put on PPE before each shift. A COVID-19 policy file was in place which provided staff with up to date guidance.

The registered manager maintained links with external health professionals to enable people to receive the care and intervention they needed. Virtual consultations took place as and when necessary.

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

Further information is in the detailed findings below.

Burgess Manor

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 10 February 2022 and was announced. We gave the service one days' notice of 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.

Visiting in care homes

The service facilitated visits for people whilst adhering to the latest government guidance. A visiting pod has been created to enable visiting to take place in a safe way.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

