

Stocks Hall Care Homes Limited

# Stocks Hall Residential Home - Ormskirk

## Inspection report

76a Nursery Avenue  
Ormskirk  
Lancashire  
L39 2DZ

Tel: 01695579842  
Website: [www.stockshall-care.co.uk](http://www.stockshall-care.co.uk)

Date of inspection visit:  
18 February 2022

Date of publication:  
11 March 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

Stocks Hall Residential Home – Ormskirk (Stocks Hall) is a residential care home providing personal care for up to 45 adults, including those who are living with dementia. At the time of our inspection there were 43 people living at the home.

We found the following examples of good practice.

There were policies and procedures in place, which provided staff with clear guidance about good infection control practices, including the management of COVID-19 and visiting arrangements during the pandemic.

Government guidance was being followed in relation to isolation criteria and testing programmes for service users, staff, visitors and visiting professionals. All employees and people who used the service had received both COVID-19 vaccinations and most staff had completed specific training in relation to infection control and the management of COVID-19.

There were four domestic staff, plus a housekeeper on duty at the time of our visit to Stocks Hall and cleaning schedules were in place. The environment was clean and hygienic throughout and fully stocked Personal Protective Equipment (PPE) stations were provided in the entrance hall and on both floors of the home. We saw there were ample supplies of PPE available and staff were wearing PPE correctly.

## 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**

# Stocks Hall Residential Home - Ormskirk

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control (IPC) measures the provider had 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 18 February 2022 and was announced. We gave the service 24 hours' 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. One relative told us, "We always go through the same process when we visit. They [the home] are very particular about making sure everyone is kept safe in Stocks. They don't let anyone in the home until all checks are satisfactory."
- 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 IPC policy was up to date.

### Visiting in Care Homes

- The practices around visiting during the pandemic helped to ensure visitors were protected from the risk of cross infection, including the transmission of COVID-19. We observed several visitors in the home at the time of our inspection and family members we spoke with confirmed they felt safe and well protected whilst visiting their relatives. One told us, "I have no concerns at all about people or their visitors being protected. The staff are all very careful. They wear PPE and are always washing things down."

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 fully vaccinated against COVID-19.