

Millennium Care (U.K.) Limited

# Norley Hall Care Home

## Inspection report

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21 February 2022

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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

Norley Hall Care Home is registered to accommodate older adults and people living with dementia. The home is situated in its own grounds on the outskirts of Wigan. The accommodation is divided over two floors. Norley Hall Care Home can accommodate up to 50 people. At the time of the inspection 45 people were living at the home and a further admission was expected later in the day.

We found the following examples of good practice.

There was a booking system in place to stagger visitors and visiting times to facilitate safe visiting.

Alternative forms of maintaining contact were used. These included using the service's portal, which could be used in people's own rooms for privacy, mobile telephone calls, ipads, zoom meetings and window visits. The service ensured their Facebook page was kept up to date so families could see what was going on within the home.

There was good support in place to help maintain people's well-being when being isolated. This included extra activities, access to methods of communication with loved ones and entertainers performing in outside areas to help raise people's spirits.

The provider had assessed the impact on residents of how PPE may cause fear and anxiety for residents, particularly those who had limited mental capacity and had mitigated these concerns.

Cleaning staff had cleaning schedules, which they were required to complete and that included frequency of cleaning of high touch areas. Records showed compliance with the cleaning schedules.

## 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**

# Norley Hall 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 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 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 21 February 2022 and was announced. We gave the service 48 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.
- 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.
- 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 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.