

Hoylake Cottage

# Hoylake Cottage

## Inspection report

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08 January 2021

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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

Hoylake Cottage is a residential care home which provides accommodation and nursing or personal care for up to 62 older people and people living with dementia. At the time of inspection there were 51 people living in the home.

We found the following examples of good practice.

- The service followed safe visiting procedures. Visits were restricted to essential visitors only. However, there were safe measures in place to facilitate visits for people receiving end of life care and where it had been assessed as being in the persons best interest due to their wellbeing. All visits were conducted in the persons own room and visitors were required to wear full PPE.
- Temperature checks were completed on all visitors.
- Shielding and social distancing rules were complied with. The environment had been adapted to support social distancing. There was a dedicated procedure that accommodated people should they develop COVID-19 or show symptoms.
- Safe procedures were followed for admitting people to the service. People were only admitted following evidence of a negative COVID-19 test. On moving into the service people were required to self-isolate for 14 days.
- Stocks of the right standard of personal protective equipment (PPE) were well maintained and staff used and disposed of it correctly. There was a designated IPC lead and they shared good working practices and updates across the staff team. We discussed that the staff in the home was using the PPE in accordance with the current guidelines. However, the registered manager had arranged for additional professional support to ensure other face coverings were appropriately fitted to staff so that both staff and people living in the home were safe.
- The provider had re purposed rooms on each floor of the home so staff could change clothes when starting and ending shifts as well as enabling socially distanced breaks of to minimise the risk of infection.
- People and staff had access to regular testing.
- Guidance on the use of PPE and current IPC procedures were clearly visible across the service. Donning and doffing stations were available through out the home.
- Staff reassured people throughout the pandemic and provided them with the support they needed to maintain regular contact with their family and friends through the use technology.
- Communication between the home and relatives was maintained through email and newsletters.

## 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**

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## **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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 08 January 2021 and was announced.

# Is the service safe?

## Our findings

S5□ 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.