

The Tides Cloisters Care Limited

Cloisters Care Home

Inspection report

5 Abbotsford Road
Crosby
Liverpool
Merseyside
L23 6UX

Tel: 01519243434

Date of inspection visit:
22 February 2021

Date of publication:
05 March 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Cloisters Care Home is a residential care home registered to provide personal care to 20 people living with dementia. At the time of the inspection the service supported 13 people.

People's experience of using this service and what we found

People and staff were taking part in regular COVID-19 testing. People were being monitored for symptoms of COVID-19 throughout the day and were supported to isolate in their own rooms when necessary.

Relatives were supported to keep in touch with people via phone calls and video links to enable ongoing contact with their family members.

The environment was clean, hygienic and well maintained. Cleaning schedules reduced risks of cross infection.

Staff were experienced and knowledgeable with infection control procedures to reduce risks. Staff wore the correct personal protective equipment (PPE) and they knew how to dispose of it safely.

Further information is in the detailed findings below.

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

Cloisters 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 February 2021 and was unannounced.

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 had appropriate procedures in place to support people to safely visit the service and prevent 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 has appropriate procedures in place to safely admit people 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 managed.
- We were assured that the provider's infection prevention and control policy was up to date.