

Wigan Council

Heathside Residential Home

Inspection report

Plank Lane
Leigh
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29 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

Heathside Residential Home is based in Leigh and is owned by Wigan Council. The home can accommodate up to 23 older people living with a diagnosis of dementia, as well as provide reablement support for up to seven people, within the Heathside Assessment Pathway Service (HAPS). At the time of the inspection 19 people were living at Heathside Residential Home and 4 people were reablement support at the HAPS unit.

We found the following examples of good practice.

The service had updated their policies and procedures to ensure infection prevention and control (IPC) processes were robust. All visitors had their temperatures checked and were risk assessed before entering. Visitors were also asked to read the premises risk assessment, which considered social distancing processes and COVID-19 risks.

The provider had implemented a separate external visitation lodge to facilitate safe visits for people and their relatives. The process for safe visits included separate entry points for visitors and people and cleaning regimes after each visit.

Donning and doffing stations were situated in the service and personal protective equipment (PPE) was available throughout the building. All staff had received training in IPC and PPE in relation to COVID-19, and some staff had also received training in end of life care in line with IPC processes, which was facilitated by Wigan Hospice.

The service was working closely with Wigan Council's health protection team to ensure robust IPC processes were in place. Cleaning processes were increased throughout the service. People and staff received regular COVID-19 tests. The service was conducting regular infection control audits, to ensure infection prevention and control (IPC) risks were minimised.

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

Heathside Residential 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 29 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 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.

We have also signposted the provider to resources to develop their approach.

- Cleaning regimes had increased and some checklists were used, however a specific checklist for high touch surfaces was not in place. Guidance in relation to suitable cleaning and disinfection was also provided.