

Chapel House Care Ltd

Plessington Court

Inspection report

Chapel House Lane
Puddington
Neston
Cheshire
CH64 5SW

Date of inspection visit:
22 February 2021

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16 March 2021

Tel: 01513362323

Website: www.dementiaresourcecommunity.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Plessington Court is a purpose built care home that accommodates up to 20 people and is located on the outskirts of the village of Puddington. The home is surrounded by open countryside and is not accessible by public transport. At the time of our inspection 19 people were living at the home.

We found the following examples of good practice.

- People spoke positively about the home. Comments from people included; "It's been brilliant. I cannot fault the care and support I've had from all the staff throughout the pandemic", "The home is lovely and clean. It's all spotless" and "I have had family to come and visit which was well organised."
- Comments from relatives included; "We've been really impressed from day one of [Name] being admitted", "The level of communication has been great" and "We have received regular updates via newsletters."
- Relatives told us they had previously participated in garden visits and inside pod visits with screens in place. They said these were pre booked and well managed. Comments included; "Once the visiting pod was created I was able to visit regularly. It is fabulous" and "The visiting pod is really well set up and they were one of the first homes to do it."
- All visitors were asked to complete a health screening form, have their temperature checked and were provided with face masks to wear throughout their visit. Full personal protective equipment (PPE) was available for all visitors along with access to handwashing facilities and hand sanitiser.
- The service had procedures and protocols in place which ensured people were admitted safely in accordance with national guidance.
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. The environment was very clean and hygienic.
- We observed staff to be wearing the correct personal protective equipment (PPE) throughout the inspection.
- People and staff were taking part in regular COVID19 testing.
- People had individual risk assessments in place that reflected their specific needs in relation to COVID19.
- Staff had all received training to meet the requirements of their role and for the management of COVID19.

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?

Inspected but not rated

Inspected but no rated.

Plessington Court

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 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.