

East And West Healthcare Limited

# The Mews

## Inspection report

Fenton Street  
Rochdale  
Lancashire  
OL11 3TH

Tel: 01706359540

Date of inspection visit:  
18 January 2022

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07 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Mews is a service which provides accommodation, personal care and nursing care and provides care and support to young people with disabilities. It comprises of three units situated over four floors. It is built on the side of a hill and terraced, which means all floors have direct access to outside areas. Nursing care is provided by qualified nurses who are supported by care assistants. The service has 50 single bedrooms and at the time of our inspection there were 47 people living in the service.

We found the following examples of good practice.

The provider was following best practice guidance in terms of ensuring visitors to the home did not spread COVID-19. Staff were adhering to personal protective equipment (PPE) guidance and practices.

Communal areas were well spaced and people, with support from staff were encouraged to maintain social distancing. Clear plans were in place for those who were required to self-isolate, and arrangements were in place for telephone or video contact with relatives. For those people who struggled with isolation additional support was provided.

The provider had created a safe visiting area within the home to allow people to see and speak to their friends and relatives. The room was well-ventilated and cleaned between visitors. For those who were nursed in their own rooms there were also clear visiting arrangements in place.

Residents were encouraged and supported to participate in activities in the community. Where they wished to leave the home to stay with relatives, where it was safe to do so, this was facilitated and clear protocols were in place when they returned to minimise the risk of COVID-19 entering the home.

Staff continued to support people to access healthcare, and arrangements were in place should people need to attend hospital safely.

## 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**

# The Mews

## **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 18 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question relating to staffing and the prevention and control of infection

### 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 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.
- We were assured 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.