

Stocks Hall Care Homes Limited

Stocks Hall Nursing Home - Burscough

Inspection report

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Date of inspection visit:
27 January 2022

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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

About the service

Stocks Hall – Burscough (Stocks Hall) is a residential care home providing nursing and personal care for up to 52 adults, including those who are living with dementia. At the time of our inspection there were 40 people living at the home.

We found the following examples of good practice.

There were policies and procedures in place, which provided staff with clear guidance about good infection control practices, including the management of COVID-19 and visiting arrangements during the pandemic.

Government guidance was being followed in relation to isolation criteria and testing programmes for service users, staff, visitors and visiting professionals. All employees had received both COVID-19 vaccinations and all staff had completed specific training in relation to infection control and the management of COVID-19.

There were two domestic staff, plus a housekeeper on duty at the time of our site visit and cleaning schedules were in place. The environment was clean and hygienic throughout and fully stocked Personal Protective Equipment (PPE) stations were provided in the entrance hall and on both floors of the home. We were told enough supplies of PPE were available and we saw staff wearing PPE correctly.

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

Stocks Hall Nursing Home - Burscough

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

Is the service safe?

Our findings

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 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. One relative commented, "The home is always kept really clean. I have no concerns about the cleanliness of the place. They [staff] are always cleaning and wiping things down."
- 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.

Visiting in Care Homes

- The practices around visiting during the pandemic helped to ensure visitors were protected from the risk of cross infection, including the transmission of COVID-19. Family members we spoke with confirmed they felt safe whilst visiting their relatives. One commented, "Mum is most definitely protected from the virus whilst at Stocks Hall."

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.