

HC-One Limited

Carrington Court

Inspection report

190 Darby Lane
Hindley
Wigan
Greater Manchester
WN2 3DU

Tel: 01942526220

Website: www.hc-one.co.uk/homes/carrington-court

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26 February 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

Carrington Court is a purpose-built home in Hindley, which provides nursing and residential care. The home also has a number of step-down beds, to support people's transition from hospital. The home has 48 bedrooms across two floors accessed via a lift and stairs. At the time of our inspection 44 people were living at Carrington Court.

We found the following examples of good practice.

A robust process was in place for visitors to the home. This included a temperature check, completion of a COVID-19 lateral flow test and signing of a declaration, confirming the visitor was well, not displaying symptoms or been in contact with anyone who had. Once these steps had been completed, PPE was applied before access to the home was permitted.

Contact with relatives had been maintained during the COVID-19 pandemic through window visits, video and phone calls, with extra telephones being purchased to support this. Indoor visiting had been supported prior to national and local lockdowns, with compassionate visits currently permitted for people receiving palliative care or to support mental health wellbeing. Full guidance was in place to ensure these were managed safely.

The home had implemented cohorting and zoning effectively to reduce the risk of infection spreading. Colour coding of rooms was used, with staff allocated to these zones wearing matching coloured badges. A separate zone had been created for step down beds, with a communal lounge repurposed, to ensure visiting professionals could work safely and distance themselves appropriately.

Staff were allocated separate break times, with a break room provided on each floor reducing unnecessary footfall around the home. How staff travelled to and from work had been risk assessed with guidance provided to staff, to ensure this was done safely. The home used one specific taxi firm whose practices had been screened with staff wearing masks when travelling. Only people living in same household / support bubble could travel to work in the same vehicle.

To help in minimising the spread of infection, staff travelled to work in their own clothes, changing into their uniform on arrival before putting on PPE. Staff had all received PPE and infection prevention and control IPC training, with their competency assessed.

The home had effective cleaning procedures in place. Frequent touch points were cleaned at least four times per day, with records in place evidencing this.

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

Carrington 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 26 February 2021 and was announced.

We previously inspected the home in October 2020, due to an outbreak of COVID-19. During that inspection we identified a breach of regulation 12 (safe care & treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, as improvements in risk assessment, cohorting and zoning were required. We completed this latest inspection to ensure the provider had followed their action plan, confirm they now met legal requirements and seek assurance around IPC practices within the home.

We found the provider had made the required improvements and were no longer in breach of regulation.

Is the service safe?

Our findings

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.