

Cumbria County Council

Croftside

Inspection report

Beetham Road
Milnthorpe
Cumbria
LA7 7QR

Tel: 01539713325

Date of inspection visit:
28 February 2022

Date of publication:
18 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Croftside is a residential home that provides care and support for up to 33 older people. At the time of the inspection 21 people lived at the home.

We found the following examples of good practice.

People were supported in a clean environment that supported people's rights to maintain contact with those who were important to them.

Staff had received training to help ensure their knowledge on infection prevention and control was up to date. Personal protective equipment and infection control hand gel was available throughout the home.

Testing arrangements followed good practice and the outcome of testing was recorded.

Cleaning schedules were in place and followed. There were designated domestic staff and the registered manager carried out regular checks of the environment and cleanliness.

National guidance was available for staff to refer to and policies and procedures were updated as guidance changed.

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

Croftside

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 28 February 2022 and was announced. We gave the service 2 hours' notice of the inspection. This was so we could be sure the registered manager was available.

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.
- 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.
- People were supported to have visits from people if this was their wish. A policy was in place to support people's rights to have visitor's and a visiting area was available for use.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.