

Methodist Homes

# Pennystone Court

## Inspection report

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Date of inspection visit:  
14 January 2022

Date of publication:  
21 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

Pennystone Court is a care home registered to provide personal care to up to 36 people. The home is purpose built over two floors and each floor has communal areas. Each room is ensuite and there is also access to shared facilities if required.

We found the following examples of good practice.

The provider had set up clear visiting and testing arrangements for essential care givers and three named visitors for people in the home. There were a number of Personal Protective Equipment (PPE) stations around the home and at appropriate places between floors and communal areas. Staff had received additional training to support them during the pandemic and had been given handy pocket-sized guides to putting on and taking off their PPE. The home was large and had a number of communal areas. Steps had been taken to remove any items which could pose a risk of cross contamination, but areas remained inviting, safe spaces where social distancing guidelines could be respected. The home had interactive technology for people to remain in contact with family and friends.

## 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**

# Pennystone 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 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 14 January 2022 and was announced. We gave the service approximately 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.
- Staff worked additional hours to cover shifts if their peers were isolating or off work sick and there were enough suitably deployed staff on the day of the inspection.

### 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. Procedures were in place for crossing the threshold which supported keeping people safe.
- We were assured that the provider was meeting shielding and social distancing rules. Where it was required isolation guidance had been followed and when it could not be followed, staff would support people outside of their room.
- We were assured that the provider was admitting people safely to the service. Admission guidelines were effective in supporting people admitted to the home and those living within it. Risk assessments and short-term care plans were developed to show staff the support people required and when.
- We were assured that the provider was using PPE effectively and safely. There was ample available PPE throughout the home and staff received spot check competencies to assure the provider they understood their PPE responsibilities during the pandemic
- We were assured that the provider was accessing testing for people using the service and staff. We saw comprehensive and completed information showing when staff and people in the home were tested. This included changing schedules for testing during outbreak and following positive test results.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. Chairs and tables in the communal areas were spaced at least a metre apart and all difficult to clean items had been removed. Staff continued to have a separate area within which they could get changed from their own clothes into their work uniforms and back. People had access to space that had been well cleaned and extra hygiene steps had been taken to clean those most commonly touched areas.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The provider was following all available guidance to support them in controlling infections and correct procedures were followed when the service was in an outbreak
- We were assured that the provider's infection prevention and control policy was up to date. A clinical lead had been appointed and they reviewed guidance when it became available. All policies and risk assessments were updated at the point of changes coming into force.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. However, the most recent risk assessment had not been updated following the update to guidance on 13 January 2022. We were assured the provider and registered manager were to do this, once identified.

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.