

RochCare (UK) Ltd

# Coniston House Care Home

## Inspection report

Coniston Road  
Chorley  
Lancashire  
PR7 2JA

Tel: 01257265715

Date of inspection visit:  
17 February 2022

Date of publication:  
28 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

### About the service

Coniston House Care Home is a purpose-built care home providing accommodation and personal care for up to 43 people. Care is provided across two floors. At the time of this inspection there were 33 people living in the home.

We found the following examples of good practice.

The home facilitated face to face visits, in line with government guidance. The registered manager told us this was essential to help support people's psychological and emotional well-being. Alternatives to in-person visitation, such as virtual visits, were also supported.

A 'booking in' procedure was in place for all visitors, which included a health questionnaire and evidence of a negative lateral flow test. This helped prevent visitors spreading infection on entering the premises.

People and staff were tested regularly for COVID-19. Staff employed at the home had been vaccinated, to help keep people safe from the risk of infection.

Infection control policies and audits were in place. However, the infection control practices did not reflect current guidance. This was in relation to processes for supporting people who had tested positive of COVID-19.

Most parts of the home were clean and well maintained. However, we identified one part of the home that needed to be cleaned. Cleaning schedules and audits were in place to help maintain cleanliness and minimise the spread of infection.

Staff were trained and competent in infection prevention and control (IPC) best practices and how to put on and take off PPE. However, we noted there were no posters around the home to act as a visual reminder and prompt for staff and visitors on infection prevention and use of PPE. The home had adequate supplies of appropriate PPE. We have signposted the provider to resources to develop their approach.

The registered manager maintained links with external health professionals to enable people to receive the care and intervention they needed. Virtual consultations took place as and when necessary.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated

**Inspected but not rated**

# Coniston House Care Home

## **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 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 17 February 2022 and was unannounced.

# 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 somewhat assured that the provider was preventing visitors from catching and spreading infections. This was because there was a lack of prominent signage and instructions to explain what people should do to ensure safety and to guide visitors and staff on which individuals were isolating due to COVID-19 infection.
- We were not assured that the provider was meeting shielding and social distancing rules. Seating arrangements in the home did not promote social distancing especially at a time when there was an outbreak of COVID-19. We referred the home to Infection Prevention and Control professionals at the Local authority for support and guidance.
- We were assured that the provider was admitting people safely to the service.
- We were not assured that the provider was using PPE effectively and safely. The provider had not set up suitably equipped PPE stations for each individual who was isolating in their own bedrooms due to COVID-19 positive status. In addition, staff did not wear appropriate PPE when supporting people who were isolating such as newly admitted people. This would increase the risk of cross contamination. We referred the home to Infection Prevention and Control professionals at the local authority for support and guidance.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. One area of the home needed to be cleaned to maintain hygiene standards.
- We were not assured that the provider was making sure infection outbreaks can be effectively prevented or managed. There was no signage to inform visitors that the home was in an outbreak and signage to advise visitors and staff bedrooms where someone was COVID-19 positive and isolating. We have also signposted the provider to resources to develop their approach.
- We were assured that the provider's infection prevention and control policy was up to date.

### Visiting in care homes

The home facilitated visits which aligned with the most recent government guidance. Visits from friends and family were actively encouraged to help maintain important relationships and aid people's emotional well-being.

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.

We have signposted the provider to resources to develop their approach.