

Highpoint Care Limited

Colliers Croft Care Home

Inspection report

161 Clipsley Lane
Haydock
St Helens
Merseyside
WA11 0JG

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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

Colliers Croft Care Home provides accommodation for up to 62 people who need assistance with their personal care. At the time of the inspection 58 people lived at the service. Some people at the home, lived with dementia.

We found the following examples of good practice

Family members spoke positively about the service and how risks associated with COVID-19 had been managed in order to keep people safe. One family member told us "I cannot fault them [staff]. [Relative] is so well-looked after. We get updated all of the time. They have done the best they can to keep everyone safe."

The registered manager and staff regularly communicated with family members to keep them informed of any important changes; particularly in relation to COVID-19.

The home was visibly clean and hygienic and regular cleaning schedules were maintained by house keeping staff to evidence regular cleaning tasks were being completed. Staff had received training in relation to infection prevention and control and were observed following current guidance in the use and disposal of PPE. The registered manager carried out regular spot checks and observations on staff to observe their practice.

Staff and people were supported to access regular COVID-19 testing and the provider had systems in place to ensure they followed current guidance in relation to COVID-19 vaccinations for staff and visiting professionals.

People were supported to maintain regular contact with family members through visits and other forms of communication. Systems were in place to prevent visitors from catching and spreading infections.

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

Colliers Croft 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 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.

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.

Visiting in care homes

- Visits for people living in the home were arranged in line with government guidance.

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.