

RMH (Manor House) Care LLP

Lincombe Manor

Inspection report

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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

Lincombe Manor is a care home with nursing and is registered for a maximum of 48 people. The registered home comprises two buildings - a multi floored and purpose-built nursing home for 40 people, and a separate 8 bed unit, known as Hewitt Lodge, used for intermediate care. Intermediate care is a service supporting people return to independence following a short period of illness or hospital stay. Staff work alongside physiotherapists or occupational therapists to return people to their own homes.

We found the following examples of good practice:

Personal protective equipment (PPE), such as gloves and masks were readily available at the entrance to the home. There was also a stand alone handwashing station with liquid soap, paper towels and hand sanitiser. Temperature checks were carried out on staff and visitors on arrival to the care home. There was clear infection control signage displayed and visitors were able to scan a QR onto a COVID-19 application on their mobile phone for track and trace purposes.

Lincombe Manor had a booking system for visitors, with staggered times and lateral flow testing in place. There was a designated visiting pod in the care home. Other forms of contact with residents was via video calls, telephone calls and garden visits.

All clinically extremely vulnerable people were identified, and care plans had been put into place. Risk assessments had been carried out on staff who may be considered to be high risk, such as those who were pregnant. All staff wore face masks when caring for people living in the home and when required, wore gloves and aprons for personal care.

People were only admitted to the home when they have had a negative COVID-19 test and they were then isolated for 14 days within their own room and regularly tested in accordance with current guidance.

Peoples' temperature and oxygen saturations were monitored daily and when needed people displaying signs of COVID-19 were isolated in their bedrooms and a test carried out. The care home had a plan for cohorting staff and people should an outbreak occur.

PPE was readily available throughout the care home and staff had received training on putting on and taking off PPE. The impact of staff wearing PPE and peoples' reactions had been considered and highlighted in an individual's care plan if adjustments needed to be made. Online training on infection control had been undertaken by all staff, including managing COVID-19

All staff and people were tested in line with current guidance and the results were recorded. If a member of staff displayed symptoms, then they were tested immediately and sent home to isolate while awaiting test results. There were further testing processes in place for staff working at other locations. Staff did not use public transport whenever possible and the provider paid for taxis. Staff breaks were staggered to support

social distancing.

Routine and enhanced cleaning was in place, for example the visiting pod was cleaned after each use and 'touch points', such as door handles and light switches cleaned on a regular basis daily. Lincombe Manor was visibly clean and hygienic at the time of this inspection. Clutter has been removed to allow for effective cleaning. Cleaning schedules were completed which included the cleaning of high touch point areas and appropriate chemicals were in place. A COVID-19 resource file was developed and shared with staff and kept up to date with the latest guidance

Furniture in communal areas was arranged to promote social distancing and screens were in use on the dining tables to enable people to continue to socialise at mealtimes. Outdoor areas had tables and chairs arranged to promote social distancing.

The management team have remained up to date with relevant guidance changes and the care home's infection control policy reflected this. All staff were informed of changes when needed and they adhered to infection control guidance. Suitable systems were in place to manage any outbreaks of COVID-19.

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

Lincombe Manor

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 5 February 2021 and was announced.

Is the service safe?

Our findings

S5□ 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.