

Methodist Homes

Montpellier Manor

Inspection report

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Date of inspection visit:
09 March 2021

Date of publication:
09 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Montpellier Manor is a purpose-built care home providing care and support for up to 85 people aged 65 and over across three floors. At time of our inspection there were 64 people living at Montpellier Manor.

We found the following examples of good practice.

Procedures were in place to support visitors to access the service safely. Admissions into the service were carried out safely and followed government guidance.

People were supported to maintain contact with loved ones. This included telephone and video calls and face to face visits using a visiting pod. The service had followed government guidance for face to face visits inside the service.

Staff understood the importance of social distancing. Small changes to the environment had been made to support social distancing. People continued to participate in activities and spent time in communal areas and outside in the garden and courtyard.

The needs of people and staff had been reviewed. Risk assessments were in place where needed. Information was regularly shared with people, relatives and staff. The well-being of people and staff had been acknowledged and a variety of resources were in place to support with this.

There was enough personal protective equipment (PPE) available throughout the service and staff were observed using it correctly. All staff had participated in training in infection prevention and control and donning and doffing PPE safely. Vaccinations were taking place. The service had followed the correct guidance for supporting people without capacity to participate in testing and vaccinating.

The home was clean throughout. Robust cleaning regimes were in place, which included increased cleaning of 'high touch' and visiting areas.

The service had been very proactive in learning throughout the pandemic. Lessons had been learned and improvements had continued to take place. The service had offered support to other services to share their knowledge and learning. Quality assurance measures had supported good infection control measures to be maintained.

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

Montpellier 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 9 March 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.