

Cedar Care Homes Limited

Saville Manor Nursing Home

Inspection report

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22 October 2020

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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

Saville Manor is a care home that provides accommodation with nursing and personal care, over four floors, for up to 42 people. At the time of this targeted inspection 25 people were living in the home. The registered manager had transferred to another of the provider's care homes. A recently appointed home manager was in post, and had applied for registration with the Care Quality Commission (CQC).

We found the following examples of good practice.

- Staff greeted visitors at the entrance to the home and explained the safety procedures in place. These included provision of personal protective equipment (PPE), such as gloves, aprons, facemasks and overshoe protectors. Visitors were asked to read and sign a health declaration and have their temperature checked on arrival. They were shown to the area of the home they were visiting, by the shortest and most direct route.
- People had been supported to maintain contact with their loved ones, through video and phone calls. People had been supported with regular entertainment, provided from the garden, and with additional activities provided by staff in the home.
- Structured and planned internal and garden visits were facilitated. Most internal visits took place in a communal area that had direct access into the garden. A dividing screen and safety protocols were in place. The implementation of further safety measures was in progress, and a room dividing screen was being fitted, with an intercom to aid communication between people using the service and their loved ones.
- When people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.
- Regular testing for COVID-19 was being undertaken. Staff were tested weekly, and people using the service were tested monthly.
- Saville Manor had clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received training and regular updates were provided. 'Covid' files were available in different languages, for staff to read. The home manager and senior staff completed daily 'spot checks' and regular supervisions. These were completed to check staff understanding and compliance with use of PPE and infection prevention and control practices.
- There was regular communication from the directors and area manager to the home manager, staff, people using the service and relatives. The home manager spoke positively of the support they received.
- The home was clean and free from clutter. Housekeeping and laundry practices were overseen by a senior housekeeper, who checked work had been completed to a satisfactory standard and that supporting

records were 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?

The service was safe

Inspected but not rated

Saville Manor Nursing 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 22 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.