

Bupa Care Homes (BNH) Limited

Staplehurst Manor Care Home

Inspection report

Frittenden Road
Staplehurst
Tonbridge
Kent
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Date of inspection visit:
25 March 2021

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19 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

Staplehurst Manor Care Home provides residential accommodation for up to 30 older people with nursing and personal care needs. There were 21 people living in the service on the day of the inspection. The accommodation was arranged over three floors and each person had their own room.

We found the following examples of good practice.

- The registered manager had implemented procedures to minimise the risk of infection from visitors. All visits were by appointment only. Face to face visits by one person was allowed following a negative rapid test for COVID-19. The staff facilitated window visits if this was preferred or if more than one visitor attended. The provider had purchased mobile phones to enhance window visits.
- The service had enough personal protective equipment (PPE) to meet current and future demand. Staff were using PPE correctly and in accordance with government guidelines. Staff always wore masks; aprons and gloves were used when giving personal care. All staff changed into their uniforms on site to minimise the risk of infection. Staff training in infection control and hand hygiene had been completed.
- The lay out of the dining room had been adapted appropriately to support social distancing. There were different coloured place mats in the dining room for different meal times which acted as a visual reminder that the mats had been changed. The number of staff allowed in the staff room had been restricted. The home looked clean and there were various cleaning schedules in place which had been completed and were up to date.
- The registered manager had procedures in place to enable new people to move into the service safely. A requirement for a negative test for Covid-19 and a 14-day isolation period were in place. During the isolation period, staff undertook additional tasks such as cleaning, laundry and catering for that person to minimise unnecessary interaction with other staff groups.

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

Staplehurst Manor 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 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 25 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.