

Aliwal Healthcare Limited

# Aliwal Manor Care Home

## Inspection report

Turners Lane  
Whittlesey  
Cambridgeshire  
PE7 1EH

Tel: 01733203347

Date of inspection visit:  
25 February 2021

Date of publication:  
09 March 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

# Summary of findings

## Overall summary

Aliwal Manor Care Home is a residential care home that can provide personal care to up to 32 people. At the time of the inspection there were 28 people at the home.

We found the following examples of good practice.

Visitors could visit their family member/friend by appointment. The separate area to the home had a window as a screen, an intercom system, and a bell that could be rung in emergencies. There were gaps between each visit to stop people encountering other visitors, staff or people from the home and to clean. End of life compassionate visits were also in place when needed.

Staff supported people to use computer tablets and phones to video call and/or speak to family and friends. People isolated in their rooms if they had been to an external health appointment or were recently admitted into the home. They remained in their rooms for 14 days.

External visitors including a health or social care professionals entered the home in line with government guidance. Personal Protective Equipment (PPE) was available if needed.

Staff socially distanced from each other when on their break. Staff changed into their work clothes in the staff room and put on their PPE before starting work. Staff had internal COVID-19 training which included putting on and removing PPE safely and handwashing. Handwashing and PPE spot checks were completed on staff. Staff were bare below the elbow and were wearing a minimum amount of jewellery that promoted good infection control practice.

There were three infection control leads within the home.

Frequently touched areas such as handrails, chairs, tabletops, handles and furniture were cleaned regularly. Communal areas seen appeared uncluttered to aid with effective cleaning. Furniture in communal areas where possible, had been spread out to promote social distancing. Windows were opened to promote good ventilation.

## 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**

# Aliwal 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 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 25 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.