

South Care Homes Ltd

Manor Hall Nursing Home

Inspection report

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13 January 2022

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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

Manor Hall Nursing Home provides nursing and residential care to a maximum of 44 older people living with long term health needs. Some people also lived with dementia. There were 37 people living there at the time of our inspection.

The proposed designated care setting is a unit for up to five people with its own communal space. There was a separate entrance to be used solely for the designated care setting and a separate outdoor space as well.

We found the following examples of good practice.

The home was clean and well maintained. There was regular cleaning throughout the day, and this included high-touch areas. Robust cleaning schedules were in place. The deputy manager and the head housekeeper were the infection control leads for the home and undertook spot checks on staff practice. The deputy manager also did daily walk rounds to observe practice and support staff and people.

Staff were provided with adequate supplies of PPE and staff were seen to be wearing this appropriately. Staff had received specific COVID-19 training from the provider, and this included guidance for staff about how to put on and take off personal protective equipment (PPE) safely. Updates and refresher training took place to ensure all staff followed the latest good practice guidance. Staff were seen to be following correct infection prevention and control practices (IPC). Hand sanitiser was readily available throughout the home. Infection control leads undertook spot checks on staff competency and practice on the use of PPE. There were systems in place to enable people to remain in contact with their families by phone calls and video calls during the pandemic. Each bedroom had a telephone to facilitate this. Communication aids were available to help people with hearing difficulties to understand what staff wearing face masks were saying to them.

The provider had regular testing for COVID-19 in place. All staff have a weekly PCR and daily lateral flow device test (LFD).

The registered manager had plans in place to ensure that staff working in the designated care setting would not need to access the rest of the service. This included separate entrances and bathrooms for staff.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

Further information is in the detailed findings below.

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

Manor Hall 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 review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 13 January 2022 and was announced. We gave the service 48 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.