

Hallmark Care Homes (Henley Manor) Limited

Henley Manor Care Home

Inspection report

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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

Henley Manor Care Home is a new service, registered earlier this year to provide accommodation, nursing and personal care to predominantly older people some of whom may be living with dementia. The service comprises of 80 bedrooms over two floors.

We found the following examples of good practice.

The provider had invested in the most effective antibacterial product available that gives a 24-hour protection on the skin and protects hard surfaces for 30 days against Covid-19. The product has been developed to the highest standards and was tested in the accredited laboratories. There was sufficient stock of appropriate personal protective equipment (PPE) and it had been checked by the regional team to ensure it complied with the quality standards. Staff participated in various training sessions around infection control and using PPE. The team developed their own assessment tool used to determine staff's competency around infection control and PPE and they shared it with external professionals as an example of a good practice.

Significant consideration had been given to the impact of the lockdown on people's wellbeing and the provider signed up to an external protocol to assess it. The protocol focussed around those living with dementia and other frail people, who benefit from the nurture of a family member or trusted friend. Risk assessments were carried out for group activities to ensure social distancing was observed and people received social stimulation. The provider's 'Lifestyle' care plan included a designated assessment to identify people at risk of social isolation so that actions could be put in place to reduce and manage the risks.

A visiting suite had been installed in the garden to safely facilitate relatives' visits on a pre-booking basis. A limited number of visitors was encouraged with consideration given to allow time for disinfecting the area in between visits. On arrival to the service, infection control procedures were explained to any visitors and a declaration form completed which included the temperatures taken at the time. Visitors were provided and required to wear the appropriate PPE in line with government guidelines. A new technology system had been designed by the provider and used to maintain effective communication between people and their families. This included video calling, sharing of photos or music to encourage conversations and memories.

The provider had robust systems to ensure safe admissions, including only allowing new admissions after a confirmed negative result of the Covid-19 test. The provider had also assessed the environment, with consideration given where to allocate people should they need to isolate. This included identifying ground floor bedrooms to ensure access to the garden and that people would not be only confined to their bedroom. An additional cleaning schedule had been introduced to ensure robust measures to reduce infection risks, including additional tasks such as cleaning of any regular touchpoint surfaces.

The provider took part in the pilot Covid-19 testing of a care staff programme and ensured regular testing took place thereafter. Impact assessments to ensure appropriate support for staff had been carried out,

these included individual health conditions and personal circumstances. Staff had access to dedicated counselling and advice if they been affected directly or indirectly by Covid-19.

Additional, regular communication took place. This included a weekly update for people and their relatives to share the current 'Covid-19 status' of the service and any changes to the visiting policy. Also, a regular newsletter for staff with updates and thanks for their work and commitment to keeping people safe. Staff praised the management team, comments included; "I think they did the right thing from the very beginning, including the decision to close to visitors at the right time. They listened to staff and our worries" and "We were very vigilant and very strict. I feel 100% supported."

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Henley 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.

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 24 August 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

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.