

# Signature of Epsom (Operations) Limited

## Rosebery Manor

### Inspection report

458 Reigate Road  
Epsom  
Surrey  
KT18 5XA

Website: [www.signature-care-homes.co.uk](http://www.signature-care-homes.co.uk)

Date of inspection visit:  
29 January 2021

Date of publication:  
23 February 2021

### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Rosebery Manor is a residential care home providing personal and nursing care to up to 95 people. The service is purpose-built and provides accommodation and facilities over three floors. The second floor provides care and support to people who are living with dementia, this area is called The Oaks. On the day of the inspection there were 64 people living at Rosebery Manor.

We found the following examples of good practice.

People were supported to maintain contact with those who were important to them. Staff supported people to speak with their loved ones through video calls and the telephone. When people were able to receive visitors, safe protocols were in place including booking appointments, a separate screened area and testing prior to entry. The activities team continued to provide a variety of activities in line with people's needs and preferences.

The provider had devised and implemented a risk-based approach to how the service operated on a day to day basis. This supported registered managers in making decisions in relation to visiting, activities, dining and maintenance. All decisions were made in line with advice from the relevant professionals.

People were cared for in a clean and hygienic environment. Detailed cleaning schedules were in place and followed. Particular attention was paid to frequently touched areas which were frequently cleaned throughout the day.

The service was separated into zones to minimise the risk of cross infection. Staff were allocated to work in a specific zone and separate changing and break rooms were available in each area. People were encouraged to spend time in their rooms when cases of Covid-19 had been identified. Where this was difficult for people, communal areas had been arranged to support people to maintain social distancing.

People and staff received regular testing for Covid-19 and appropriate action was taken in response to any positive tests. Two staff members had been appointed as testing co-ordinators to ensure the process was managed appropriately. In addition, regular screenings for symptoms of Covid-19 such as daily temperature checks were completed.

Personal protective equipment (PPE) was available to staff, visitors and people living at Rosebery Manor. Staff received training in the safe use and disposal of PPE and we observed this was followed. Any questions or concerns regarding the use of PPE were responded to promptly.

Staff told us they had felt supported throughout the Covid-19 pandemic. In addition to practical support, access to well-being information and counselling were also available.

## 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**

# Rosebery Manor

## **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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 29 January 2021 and was unannounced.

# 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.