

# Harbour Healthcare Ltd

# Bentley Manor

## Inspection report

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04 March 2021

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Bentley Manor is a care home and accommodates up to 80 people across three separate units, each of which have separate adapted facilities. Two of the units specialise in providing care to people living with dementia. At the time of the inspection there were 78 people living in the home.

We were not fully assured that staff training and practices prevented transmission of infection or that staff were using PPE effectively and safely. Procedures for the safe removal of PPE were not always being correctly followed. The registered manager confirmed that further training and direct observations would be carried out to address this immediately.

We found the following examples of good practice.

- The home was clean and hygienic. There were schedules in place to ensure frequent cleaning took place.
- People living at the home and staff were supported to take part in regular testing and had access to the vaccination programme.
- The provider had ensured staff had an ongoing supply of appropriate personal protective equipment (PPE).
- Isolation, cohorting and zoning was used to manage the spread of any infection. This meant that when necessary, people were encouraged to self-isolate in their rooms.
- Safe visiting arrangements were in place to enable people to have contact with their family. Individual risk assessments had been carried out in relation to visiting and an outdoor visiting pod had been created.
- Further changes to government guidance in relation to visiting arrangements were being implemented.
- Infection prevention and control audits took place which ensured the registered manager had oversight of infection control. Policies, procedures and risk assessments related to Covid-19 were up to date.

## 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**

# Bentley 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.

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 4 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 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's infection prevention and control policy was up to date.
- We were not fully assured that staff training and practices prevented transmission of infection or that staff were using PPE effectively and safely. Procedures for the safe removal of PPE were not always being correctly followed. The registered manager confirmed that further training and direct observations would be carried out to address this immediately.

We have also signposted the provider to resources to develop their approach.