

Hamilton House Medical Limited

Walton Heath Manor

Inspection report

Hurst Drive
Walton-on-the-Hill
Surrey
KT20 7QT

Tel: 01737814010
Website: www.whmanor.co.uk

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25 March 2021

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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

Walton Heath Manor provides personal care and support for a maximum of 46 older people with varying care needs. At the time of our inspection 38 people were living at the service. Accommodation is provided from a converted residence offering single occupancy en-suite rooms set over three floors.

We found the following examples of good practice.

People were well supported by staff to have telephone and video call contact with their family and friends. The service facilitated in person visits in a manner which minimised the risk of infection spread, including visits in the garden and through a visitors pod. The visitors pod was fitted with microphones and a large clear window in the dividing wall and visitors entered directly from the garden so they did not enter the home.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that was readily available throughout the home.

There was a meet and greet protocol in place where visitors were asked screening questions, had their temperature taken and were asked to wash their hands. PPE was also provided for visitors where appropriate.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and people who lived in the home were regularly tested for COVID-19.

The building was clean and free from clutter, with furniture rearranged to support social distancing where possible and a small second dining area had been created. People wore face masks whilst in group activities.

Staff ensured people had sufficient stimulation to support their health and wellbeing. This included organising games, themed crafts and activities. Physical activities were promoted where appropriate to help people maintain their mobility, such as corridor and garden walks. Weather permitting, entertainers had also performed in the garden in line with current COVID-19 guidance which people living at the home viewed from the terrace and balcony areas.

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

Walton Heath 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 25 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 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.