

Bupa Care Homes (ANS) Limited

# Middlesex Manor Care Home

## Inspection report

119 Harrow Road  
Wembley  
Middlesex  
HA9 6DQ

Tel: 02087954442

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19 August 2020

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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

Middlesex Manor is a 'care home.' It provides nursing care and accommodation for a maximum of 83 people across three units in a purpose-built home. People using the service have a range of needs. Most are older people, some of whom are living with dementia. At the time of this visit there were 79 people living at the home.

We found the following examples of good practice.

- Everyone entering the home was required to wash and sanitise their hands and received a temperature check before being allowed to leave the reception area. All staff and visitors were required to don personal protective equipment (PPE) such as face masks, and disposable gloves and aprons, where appropriate, before entering any part of the home. Visitors were required to complete a personal Covid-19 risk assessment. This had helped to minimise, prevent and control infection.
- An area of the reception had been specifically allocated for staff to change from the clothes that they had worn whilst travelling to work into a clean uniform. Staff uniforms were laundered at the end of each shift. A manager or senior staff member sat in the reception area during each shift change and monitored and recorded staff member's adherence to this practice. This supported infection control in minimising the risk of cross infection.
- A gazebo was provided in the garden so that friends and family members could spend time with their loved ones by appointment. The provider was taking action to ensure that screens and other safety measures were put in place in a communal room to enable indoor visits to people as the weather became colder. Staff used a laptop computer to enable people to keep in touch with family members who were unable to visit. These arrangements enabled people to stay in contact with their loved ones, whilst keeping other people and staff safe.
- People and staff had received regular testing for Covid 19. The provider had a welfare fund for staff which they have used to ensure that staff members were not financially disadvantaged if they needed to isolate following a positive test. Designated trained staff had carried out testing to ensure that this was done in a consistent, safe way. An area of the home had been allocated and used specifically to isolate and care for people diagnosed with Covid 19.
- All staff had received training on Covid 19, infection control and the use of PPE. During each working shift a member of staff demonstrated to other staff the correct way to don and doff (put on and take off) PPE. The home had made a video of safe infection control practices and this was played on a loop on screens in each unit of the home. Brightly coloured posters and reminders of safe practice were displayed in the home's reception area and at the entrance to each unit. This helped staff remain familiar with the correct procedures to keep people safe.
- Members of the housekeeping team cleaned frequently touched surfaces, such as light switches and door handles throughout the day. Care staff carried out these cleaning tasks during the evenings and at weekends. This helped prevent and control infection within the home.
- 'Bubbles' had been created for activities. Special activities, such as music in the garden were repeated so that small groups of people could participate with their regular staff members in a socially distanced way.

Where people had been confined to their rooms due to a need to isolate, staff provided personalised activities for them, such as videos, music and chats.

## 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 that the provider was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Middlesex 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 19 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

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.