

Kevin Ellis

Glenhurst Manor

Inspection report

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29 March 2021

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Ratings

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

Overall summary

Glenhurst Manor is a 'care home' that is registered to provide accommodation and personal care or nursing to a maximum of 36 older people. At the time of the inspection they were supporting 15 people.

We found the following examples of good practice.

There was a clear process in place to welcome visitors to the home, this included rapid result COVID-19 testing, temperature checks and health questions. Visitors entered the home into a dedicated testing suite with a waiting area next door. There were hand washing facilities and supplies of Personal Protective Equipment (PPE). These measures contributed to keeping visitors, people and staff safe.

The registered manager carried out hand washing audits for staff to ensure correct techniques were used. This practice was supported by posters around the home showing hand washing, correct use of PPE and social distancing.

People enjoyed visits from their loved ones and there was a dedicated visitor's room with an external entrance as well as outdoor visiting. Relatives were kept up to date on changing visiting restrictions through telephone call or email.

The home had a contingency plan in place for managing outbreaks. There was a robust process in place for welcoming new admissions to the home which included a programme of testing and a period of isolation.

The home was participating fully in the COVID-19 testing and vaccination programme. Infection prevention was enhanced by regular cleaning of the home including those areas frequently touched such as door handles and light switches. Staff had received infection prevention and control training including how to put on and take off PPE correctly.

The registered manager kept themselves up to date with changing government guidance and communicated this to people and staff. They told us the provider had been supportive of them and the home throughout the pandemic.

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

Glenhurst 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 COVID-19 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 29 March 2021 and was announced.

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.