CareQuality Commission

T.L. Care Limited

Mandale Care Home

Inspection report

136 Acklam Road
Thornaby
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Tel: 01642674007

Date of inspection visit:
13 January 2021

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19 January 2021

Ratings

Overall rating for this service	Inspected but not rated

Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Mandale Care Home is a care home which is registered to provide nursing and residential care for up to 57 older people. There were 27 people living at the home at the time of the inspection, including some people who were living with a dementia type illness. Mandale Care Home is a detached purpose-built care home set out over two floors.

We found the following examples of good practice.

Due to the outbreak of COVID-19 the service was closed to visitors in accordance with Government guidelines. People maintained contact with family through telephone calls or 'face time,' which had enabled people to speak to each other and window visits. A new visiting pod was ready to be used when the home could open back up to visitors.

Isolation had been implemented effectively and people living in the service were monitored for symptoms of COVID-19. The home was part of the national testing programme. Additional monitoring such as temperature checks and oxygen levels were carried out so that people's changing needs could be quickly identified and responded to.

There was an up to date infection, prevention and control policy in place supported by COVID-19 specific protocols.

The care home was kept clean. Staff kept detailed records of their cleaning schedules, which included a rolling programme of continuously cleaning high touch surfaces, such as light switches, grab rails and door handles. We also saw communal areas were kept uncluttered so cleaning could take place effectively. There were appropriate laundry processes in place.

The service had an adequate supply of personal protective equipment (PPE) to meet current and future demand. Staff were using this correctly and in accordance with current guidance and disposal was safe.

The well-being of people and staff was regularly monitored. It was a priority for the company and different methods of support were available to people and staff,

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?	Inspected but not rated
Further information is in the detailed findings below.	

Mandale 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 13 January 2021 and was announced.

Is the service safe?

Inspected but not rated

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.