

Manorville Care Homes Ltd

Manordene

Inspection report

Forge Lane
West Kingsdown
Sevenoaks
Kent
TN15 6JD

Tel: 01474855519

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23 November 2020

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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

Manordene is a residential care home providing personal and nursing care to older people in one purpose-built building. The service can accommodate 22 people. At the time of the inspection there were 20 people living in the service.

We found the following examples of good practice.

- There were procedures in place to support safe visiting, including appointments, temperature checks on arrival, provision of masks and aprons and use of a designated room. Due to the outbreak of COVID-19 the service was closed to visitors in accordance with Government guidelines.
- The layout of the service and large communal areas were suitable to support social distancing. The premises looked clean and hygienic and there were enhanced cleaning schedules in place and adequate ventilation. A laundry rota ensured that clothing wasn't mixed and there was an off-site arrangement for the laundering of bedding and towels.
- Staff had been trained in infection control practices and posters were displayed throughout the home to reinforce procedures. Staff were using personal protective equipment appropriately and disposal was safe.
- The manager had joined a forum set up by the local Clinical Commissioning Group (CCG) which provided support and advice through regular virtual meetings. There was an opportunity to seek professional guidance and exchange views and the forum encouraged communication with other managers and health care professionals.

Further information is in the detailed findings below.

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 the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Manordene

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 (IPC) 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.

The inspection took place on 23 November 2020 and was unannounced.

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.