

C.T.C.H. Limited

Magnolia House

Inspection report

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12 April 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

Magnolia House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Magnolia House is registered to provide accommodation, nursing and personal care to 67 older people and people living with a diagnosis of dementia. At the time of our inspection 50 people were receiving support at the service.

The home had a range communal areas on each floor for people to enjoy, as well as a garden area, enclosed garden and areas where people could sit and relax.

We found the following examples of good practice.

- The provider and manager had set up a visiting room in accordance with recognised safe visiting guidance. Additionally, alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives. At the time of our inspection, visits were being supported. These were pre booked and the service were making changes in accordance with government guidance on visiting.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection. The home had a dedicated unit for new admissions and people who required support to be isolated.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people when this was required. This included assisting people with COVID-19 vaccinations.
- Action had been taken to reduce the risk of infection spreading which had included the correct use of personal protective equipment (PPE). Staff had received training and support in relation to infection control and COVID-19. The manager, deputy manager and representatives of the provider observed staff practice ensuring they were following the correct use of PPE.
- The manager and provider had clear plans in relation to the isolation of people affected by COVID-19 and the cohorting of staff to reduce the spread of infection.
- People and staff were tested in line with national guidance for care homes.
- As part of full infection control measures laundry and waste arrangements had been correctly

implemented to reduce the spread of infection. The home had colour coordinated linen and a laundry room on each floor, which reduced the movement of laundry around the home (and the potential for cross infection).

- Cleaning schedules had been enhanced and were followed by care and maintenance staff. This included the additional cleaning of frequently touched surfaces to reduce the risk of infection spreading. People told us that the home was clean and that staff wore PPE as required.
- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference.
- People were being supported with activities and engagements which met their wellbeing needs, in a safe manner. The home focused on creating events for people, which included a club night and other events.

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 and correct infection prevention and control procedures.

Inspected but not rated

Magnolia House

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 12 April 2021 and was announced.

Is the service safe?

Our findings

- 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.