

Harris Care Ltd

The Manse

Inspection report

15 Cargoll Road
St Newlyn East
Newquay
Cornwall
TR8 5LB

Tel: 01872510844

Date of inspection visit:
11 February 2021

Date of publication:
02 March 2021

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

Summary of findings

Overall summary

The Manse is a care home which offers care and support for up to 23 predominantly older people. At the time of the inspection there were 21 people living at the service. The service occupies a detached house over two floors with stair lifts for people to access the upper floors. The service was equipped with facilities to support the needs of people living at The Manse.

We found the following examples of good practice.

The service was clean and hygienic in all areas. There were satisfactory procedures to ensure that infection control risks were reduced. For example, in the communal areas the furniture was arranged to enable social distancing. Increased cleaning schedules ensured that all areas of the service were thoroughly cleaned regularly.

The service has good stocks of PPE and had a regular delivery to ensure there were consistent amounts available. Infection control policies and procedures had been updated in line with the national guidance relating to COVID-19 and staff were provided regular updates to ensure they were following best practice recommendations. The training for staff regarding infection control had been updated to include guidance relating to COVID-19.

The registered manager, deputy manager and lead care staff routinely worked alongside care staff and ensured best infection control practices were followed. Regular discussions took place between staff and people to ensure they understood the reasons for safe distancing. People who had limited capacity were sensitively encouraged to safe distance by staff. The provider had a contingency plan to manage an outbreak of COVID-19 including segregating the home to keep people safe.

People and staff were being regularly tested in accordance with current guidelines. Appropriate admission procedures had been developed and everyone who moved into or returned to the service had received a negative test result on the day. If a positive test occurred people would be supported in their room in isolation. Signage and information posters were in evidence at the entrance to the home to inform visitors of the procedures to follow. There was additional signage in bathrooms to reinforce the need for regular hand washing.

The service was closed to visitors in line with government guidance. However, the service ensured people communicated with families and friends using phone calls and interactive technology where it could be used. The provider had installed a visiting room in the service garden with separate entrances for people and their visitors. A permanently installed clear wall minimised risks of infection. However, this facility was currently closed due to the peak of the pandemic. But this was being kept under review by the registered manager and it was hoped to be open in the near future.

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

The Manse

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 coronavirus 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 11 February 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.