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Normanhurst Nursing Home

Inspection report

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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

Normanhurst Nursing Home is a care home providing personal and nursing care for up to 31 people. At the time of the inspection, 14 people were living at the home.

We found the following examples of good practice.

There was a designated 'Covid team' at the home. This staff team were responsible for the testing of staff, residents and visitors. The team had received training in administering the tests. They were also responsible for keeping up to date with the latest government guidance on infection control and care home policies throughout the pandemic. The covid team were responsible for the visitor and testing centre and ensured that staff and visitors followed the correct infection prevention and control (IPC) procedures.

Staff had received training in putting on and removing personal protective equipment (PPE). The manager had received breach training and investigated any incidents in which there had been an infection control breach. This meant if there were any incidents where infection control procedures had not been followed correctly, these were investigated to prevent reoccurrence. If a staff member was responsible for this breach, the manager explained what the breach had been and why it was important not to repeat it. The staff member then signed to say they had been made aware of the breach.

The home was clean and hygienic. There were signs around the home which identified 'pinch points'. These were busy areas of the home where it would be difficult to socially distance. The signs alerted people to check if anyone was approaching before walking through the area. There was a clear system in place for ensuring that rooms that were no longer in use had been left for 72 hours before receiving a deep clean. Bedroom doors had signs on them informing staff of the date rooms could be safely cleaned.

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

Normanhurst Nursing 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 1 February 2021 and was announced.

Is the service safe?

Our findings

S5. How well are people protected by the prevention and control of infection?

- We were some-what assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Staff working in the home did not always work exclusively for the home. This was discussed with the manager and measures had been put into place to reduce the risk of cross contamination. Each staff member undertook a lateral flow test before each shift and were not able to enter the building without having a negative test. Agency staff were block booked and worked exclusively for the home. Agency staff also took a COVID-19 test before entering the building.
- We were some-what assured that the provider's infection prevention and control policy was up to date. There were risk assessments in place to identify staff who may be at greater risk from COVID-19. These considered underlying health conditions, age and gender. The risk assessments did not include Black, Asian and minority ethnic (BAME) risks but the manager had discussed this with each staff member. Due to the increased pressure from the outbreak, IPC audits had not been completed recently. The home was in the process of reinstating these but had made regular checks of the environment.
- 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 have also signposted the provider to resources to develop their approach.