

Norse Care (Services) Limited

Munhaven

Inspection report

Munhaven Close
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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

Munhaven is a residential care home providing personal and nursing care to 20 people aged 65 and over who are living with dementia. The home accommodates people in one adapted building. At the time of the inspection 20 people were living there.

The manager had drawn up a development plan in the early stages of the pandemic, to go with risk assessments, on actions they needed to take and systems they needed to implement to keep people who used the service safe. This had been reviewed as guidance had changed and from lessons learnt.

Relatives had been visiting people in the service in a specially designed pod in the garden which allowed for two relatives to visit at the same time with a large screen between them and the person who lived in service. Plans were in place for visits to continue inside during the colder weather which would keep people who used the service and their visitors safe from COVID-19.

The manager had made additional arrangements to ensure that people receiving end of life care could have visitors

The manager had recognised the risk to people of isolation and had employed an activities co-ordinator to help improve the wellbeing of the people who lived in the service and continued links with the local community

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 that this service met good infection prevention and control guidelines

Inspected but not rated

Munhaven

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 23 November 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.

We have also signposted the provider to resources to develop their approach.