

Prideaux Manor Care Limited

Prideaux Manor

Inspection report

57-59
Victoria Road
Polegate
BN26 6BY

Tel: 01323482291

Date of inspection visit:
07 February 2022

Date of publication:
24 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Prideaux Manor is a residential care home providing personal and nursing care for up to 27 people aged 65 and over. At the time of our inspection, 15 people were living at the home.

We found the following examples of good practice.

People were supported to have visits from their friends and family. Visitors were asked to give the home notice if they were going to visit to ensure that staff would be available to support infection prevention and control (IPC) procedures. Visitors to the home took lateral flow device (LFD) tests and had their temperatures taken before coming into the home. People were also supported by staff to have regular phone and video calls with their loved ones.

Staff were wearing personal protective equipment (PPE) in line with government guidance. Staff had received training in safely putting on and taking off PPE as well as infection control. The manager had implemented a training company which provided training and information in different languages and in a format for those who may be dyslexic. There were PPE stations throughout the home and foot operated pedal bins for safe disposal.

Staff had been provided with packs of PPE to use outside the home, this had included small bottles of hand sanitiser and moisturiser. The management team had also completed hand hygiene audits with staff to ensure they were following correct hand hygiene procedures.

The home was clean and hygienic. The provider was in the process of an extensive refurbishment of the home. This included replacing all the furniture with wipeable chairs. Carpets had been replaced with flooring which was easier to keep clean. Radiator covers were being replaced with ones that could easily be cleaned. Sensor operated hand gel dispensers had been installed throughout the home. People told us they liked the new look of the home.

People and staff had COVID-19 risk assessments where they may be at increased risk from COVID-19. Staff undertook health questionnaires every 6 months to review any risks. Regular infection control audits were completed, and actions identified with timeframes and responsibilities for completion.

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

Prideaux Manor

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 7 February 2022 and was announced. We gave the service 48 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

People were able to have an unlimited amount of visitors in line with government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.