

Haigh Healthcare Limited

# Magnolia House Residential Care Home

## Inspection report

Chesterfield Road North, Pleasley  
Mansfield  
Nottinghamshire  
NG19 7RA

Tel: 01623811580  
Website: [www.magnolia-care.com](http://www.magnolia-care.com)

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05 November 2020

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Magnolia House Residential Care Home is a residential care home that was providing personal and nursing care to 60 people aged 65 and over. Some people were living with dementia. There were 46 people living there at the time of our inspection. The accommodation was spread across two floors with several communal areas and secure gardens.

We found the following examples of good practice.

- Safe procedures were in place for visitors to the service, including healthcare professionals and relatives to reduce and prevent the spread of infection. Processes to ensure hands were sanitised, temperatures checked, personal protective equipment [PPE] made available, and data collected to ensure visitors were not a potential risk of bringing COVID-19 into the home.
- There was a clear regular programme for staff and people living in the home to be tested for COVID-19. This meant swift action could be taken if or when positive tests were received.
- Staff were knowledgeable of procedures for don and doffing PPE and how to dispose of it safely, in line with GOV.uk guidelines. All staff wore appropriate PPE, which was in good supply. Posters and information about COVID-19 were visible throughout the service, this included pictures and easy read formats.
- A clear contingency and winter plan were in place which was used should positive testing or isolation arise.
- People using the service were able to self-isolate in their own rooms when necessary. Where anyone struggled to remain in their room, appropriate arrangements were in place to reduce the spread of infection. This meant people's individual needs were considered to ensure everyone was kept safe.
- When people were in isolation activities were given on a one to one basis, such as, nail painting and jigsaws. When people were out of isolation activities were in communal areas and social distancing adhered to. This was to help reduce the risk to people.
- There was a stable staff team with arrangements to deploy staff across the service to reduce the risk of cross infection. No agency staff was used in the service at the time of the inspection.
- Enhanced cleaning took place throughout the home including high touch areas, such as, door handles, handrails and equipment. Designated housekeeping staff were allocated to an area of the home to ensure all areas were kept clean and free from infection. Staff had been given anti bacteria wipes and personal hand sanitiser. The provider had purchased a steam cleaner. This meant chairs and carpets could be steamed cleaned to reduce the risk of the spread of infection.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

No Rating were awarded following this inspection. We were assured the service were following safe infection prevention and control procedures to keep people safe.

### Inspected but not rated

# Magnolia House Residential Care 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 05 November 2020 and was announced on arrival.

# Is the service safe?

## Our findings

S5□ 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.