

Healthcare Homes Group Limited

# Maynell House

## Inspection report

Maynell House Residential Home  
High Road East  
Felixstowe  
Suffolk  
IP11 9PU

Date of inspection visit:  
04 February 2022

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14 February 2022

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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

Maynell House is a residential care home providing accommodation and personal care for up to 25 people. At the time of inspection on 4 February 2022 there were 22 people using the service.

We found the following examples of good practice.

The management team were knowledgeable about their roles and responsibilities relating to infection control. There were systems in place which supported good infection control procedures.

The service was visibly clean and well ventilated. One person who used the service told us their home was kept, "Perfectly clean."

People were being supported to receive visits from their relatives. The service reduced the risks of people using the service becoming isolated and bored. We saw photographs which demonstrated people participated in social activities, such as outdoor games in the garden in summer.

Staff and people using the service received regular COVID-19 testing in line with current government guidelines.

## 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**

# Maynell House

## **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 4 February 2022 and was announced. We gave the service 23 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.
- The management team understood the importance to people maintaining contact with their family and friends. People were supported to have visits from their relatives and the important people in their lives in a safe way and which was in line with current 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.