

Wessex Care Limited

Little Manor Care Centre

Inspection report

Manor Farm Road
Salisbury
Wiltshire
SP1 2RS

Tel: 01722333114

Website: www.wessexcare.com

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19 January 2021

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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

Little Manor Care Centre is a care home providing accommodation and nursing care for up to 30 people, some of whom may have dementia. At the time of the inspection there was one person living at the care home. The service had been put forward by the local authority as a designated discharge setting. These are services that have been nominated to safely manage the infection risks for people discharged from hospital who have tested positive for COVID-19.

We found the following examples of good practice.

Admissions to the designated unit were carried out safely. People had a discharge assessment completed by a hospital 'trusted assessor', which was reviewed by the Operations Director to ensure their needs could be met. People accessed the unit via an 'admission only entrance' and were received by staff wearing personal protective equipment (PPE).

Robust processes were in place for all visitors to the designated unit. Temperature, oxygen level checks and a lateral flow test (LFD) were taken. Visitors were requested to use a higher standard of face mask (FFP2) and over arm gowns. Shoes were sprayed with anti-bacterial/viral spray. Names and contact details were taken for tracking. There was clear signage and instructions at the entrance and around the building.

The designated unit was split into self-contained 'pods' of four to six beds. To reduce the risk of cross contamination, all pods could run independently and had their own kitchen, equipment and a sluice with a macerator for waste. There was an air extraction system which was used as ventilation throughout the whole building but could also operate in each pod separately. All room doors were sealed at the bottom, so contaminated air remained in the room and was eliminated via the vents. The ceiling vents were used to air and opened automatically in the case of a fire. There was a misting system as opposed to a sprinkler system in the event of a fire. This dampens the fire without soaking the people. All fire risk assessments were in place and fire safety checks were up to date.

Robust processes were in place for effective social distancing. The staff entrance and exit were separate to visitors. Staff had a designated area in the unit where they could shower, change and rest. Staff shifts of three to four hours were all staggered. Two staff were scheduled for breaks at any one time to reduce social contact. The building was structured to promote the movement and flow of staff around the unit and by using separate up and down stairs.

There was specialised equipment in place such as an ultra-violet light machine and fogging sanitizers to decontaminate rooms and equipment. Thorough cleaning schedules were in place and all cleaning materials were PHE approved. All staff scrubs were laundered on site and all clinical waste disposed of correctly and safely.

The personal protective equipment (PPE) used was above the minimum requirements. Staff wore FFP2

masks, visors, scrubs, gowns and footwear protection. All staff had thorough and detailed training on infection control procedures, COVID-19 and the care of people with infectious diseases and end of life care.

Staff have regular weekly nasal swab testing (PCR) and daily lateral flow testing (LFD). Risk assessments were in place, including for staff from minority ethnic backgrounds. Regular audits were carried out and increased during the pandemic. The provider had staff support structures and systems in place for well-being and counselling. These included one to one support through supervision, occupational health support and guidance and Pilates and mindfulness sessions.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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

Little Manor Care Centre

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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 19 January 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 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.