

Trees Park (East Ham) Limited

# Manor Farm Care Home

## Inspection report

211-219 High Street South  
East Ham  
London  
E6 3PD

Tel: 02085488686

Date of inspection visit:  
18 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

Manor Farm is a care home which provides nursing and residential care for up to 81 older people. At the time of this inspection there 54 people using the service. The home is divided into three units spread across three floors, all accessible by a lift. The top floor was closed and unoccupied as it was in the process of a major refurbishment with the walls being painted and new flooring being fitted.

We found the following examples of good practice.

The service did not use agency and staff absences were covered by permanent staff or regular bank staff. Staff worked in their designated area to reduce the risk of cross-contamination.

Visitors underwent a thorough pre-screening process before entering the care home. The service provided each visitor with a mask and hand gel on entry.

There were several doors into the building and after being screened in the foyer, the visitor would leave the building to re-enter through the door closest to their relative's bedroom.

People using the service could choose to meet their visitors in the dedicated visitors room downstairs instead of in their bedroom. This room also had a screen where visitors could sit behind if they visited during an outbreak.

The home was clean and free from malodour. There were several hand gel stations fixed to the wall and areas for handwashing throughout the service.

People were also encouraged to maintain contact with family and friends through iPads provided by the local authority.

## 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**

# Manor Farm 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 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 18/02/2022 and was announced. We gave the service 24 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.

### Visiting in care homes

The provider was following government guidelines. The registered manager told us they had an outbreak of COVID-19 in September and January and at these times the local health protection team had instructed them to close the service to visitors and new admissions. People had named visitors including an essential care giver. Visits previously needed to be booked a week in advance but now a visitor could call when they were on their way to ensure a staff member was made available to carry out the pre-entry checks. The layout of the building allowed visitors to enter through a door closest to where the visit would be taking place to prevent the need to have to walk through the whole building.

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.