

Runwood Homes Limited

Maun View

Inspection report

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26 August 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

Maun View is a residential care home providing personal care to 37 people aged 65 and over at the time of the inspection, some of whom were living with dementia. The service can support up to 77 people.

We found the following examples of good practice.

There was a restriction on visiting the service at the time of the inspection due to an outbreak of Covid-19. There were procedures in place for visitors to the service, including healthcare professionals and relatives to reduce and prevent the spread of infection.

The provider ensured people-maintained contact with relatives by staff supporting them with telephone calls. The deputy manager told us they had accommodated visits prior to the infection outbreak and there were arrangements in place for people on end of life or due to their mental health wellbeing.

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 followed 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 was visual throughout the service. The provider was working with Public Health England to ensure they had the appropriate safety measures and waste streams in place.

A robust contingency plan was in place and used for when positive testing or isolation for staff or people arose. There were arrangements to deploy staff across the service to reduce the risk of cross infection. No agency staff were used at this time.

Handover meetings were completed in line with safe distancing guidelines.

Individual risk assessments were in place for people in high risk groups. The deputy manager gave an example of vulnerability for people and the staff team. The Registered manager assured us that adjustments if required to staff working practices would be put in place as and when required to keep them safe. Staff who were noted at risk were shielding at this time.

People using the service had tested positive and were self-isolating in their own rooms or communal areas when appropriate. Arrangements were in place to reduce the spread of infection.

The home was very clean and tidy. Housekeeping staff told us they had increased the cleaning regime. The cleaning schedules had been consistently completed for the weekly and monthly tasks around the home environment. Staff told us they had a process to deep clean to reduce the risk of infection. From speaking with staff, we were assured the cleaning was being completed.

Further information is in the detailed findings below.

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

Maun View

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 August 2021 and was unannounced.

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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Two hourly cleaning was in place for high touch points. However, people who tested positive and where it was difficult for them to stay in their rooms due to their condition, such as dementia, the high touch point cleaning was not regular enough to ensure all areas were free from infection.
- We were assured that the provider's infection prevention and control policy was up to date and included the clinical waste stream process for infectious waste disposal.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

We have also signposted the provider to resources to develop their approach.