

Craysell Limited

# Marlborough House

## Inspection report

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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

Marlborough House is a nursing home registered to provide care for up to 40 older people. The accommodation is provided across two floors, with lift access. The bedrooms all have ensuite toilets and hand basins and some have an ensuite shower. There is a wheelchair accessible garden.

We found the following examples of good practice.

The provider had ensured people could have visitors safely in accordance with national policy. People had visitor care plans to ensure their social contact needs were met and relatives pre-booked their appointment.

All visitors, including relatives, contractors and professionals were required to complete a lateral flow test prior to entry, to prevent the spread of infection and to follow the provider's infection control guidance. The provider had fitted a thermal scan camera in reception, to identify if anyone entering the service had an elevated temperature. Staff also took visitors' temperatures and recorded their details for the purposes of the track and trace scheme.

People's nominated, named visitor could visit them within the service. They were required to follow the provider's guidance, and to wear personal protective equipment (PPE). People also had visits with their other visitors outside in the garden, using the provider's visiting pod. People had regular contact with their families outside of visits, using their phones and iPads.

People were required to undertake a COVID-19 test prior to admission. They then self-isolated in their bedroom and their temperature and wellbeing were monitored. People and staff all participated in the national whole home testing programme.

Staff including agency staff, only worked at the service. Staff had undertaken relevant infection control training and wore the PPE provided appropriately. Staff were allocated to work on one floor only. The provider had converted an upstairs bedroom into a staff room, to ensure staff could stagger their breaks and remain on the same floor.

The service was clean and hygienic. Staff ensured high contact areas were cleaned frequently. Windows were open for ventilation. Staff laid up separate dining tables for people, to enable social distancing. There was clear separation of clean and dirty laundry. The provider had ensured the seating provided for the visiting pod was both comfortable and easy to clean between visitors.

The registered manager had accessed the support provided by the local specialist matron for care homes and the Clinical Commissioning Group (CCG). They attended the CCG's fortnightly care homes COVID-19 meeting, to keep themselves updated regards best practice both nationally and locally. The meeting also provided them with an opportunity to ask questions and seek any guidance or support required.

The registered manager and the provider regularly assessed the robustness of the home's infection control policies and processes, through a range of audits and staff supervisions. The registered manager ensured the service was well stocked with PPE.

## 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**

# Marlborough 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 March 2021 and was announced.

# Is the service safe?

## Our findings

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.