

Care Expertise Group Limited

Maple Manor Nursing Home

Inspection report

3-5 Hardy Street
Nottingham
Nottinghamshire
NG7 4BB

Tel: 01159784299

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19 February 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

Maple Manor Nursing Home is registered to accommodate up to 16 people in one adapted building. People living at the service had a learning disability and or Autism or mental health needs. At the time of our inspection, 15 people were living at the service. Accommodation is provided over two floors and a stair chair lift is available.

Since our last inspection there had been a change to the management team, a new manager and deputy commenced the week before our inspection.

Some actions were required to improve cleanliness and hygiene of the environment including equipment. Additional clinical waste bins were also required and hand hygiene posters, the management team agreed to make these improvements.

We found the following examples of good practice.

- Cleaning of frequent touch points had been increased and cleaning fluids had been changed in response to COVID-19.
- Action had been taken to reduce the risk of transmission of COVID -19 from visitors to the service. Visitors were required to have a COVID-19 lateral flow test, complete a COVID questionnaire and had their temperature taken before entering. Hand sanitiser and personal protective equipment (PPE) was available.
- The provider had ensured staff had an ongoing supply of PPE and the management team checked to ensure this was used correctly.
- Staff had received training in the prevention and control of infections (IPC). Additional COVID –19 and had recently been provided by the local IPC clinical commissioning group.
- At the time of the inspection the service was in the process of being redecorated and plans were in place to replace furnishings.
- The provider had a COVID-19 and business continuity plan, and associated risk assessments to mitigate risks.
- Both staff and people who used the service received regular COVID-19 testing. People living at the service had received their first dose of the COVID-19 vaccination and staff were in the process of receiving this.
- People were supported to maintain contact with family via telephone, zoom calls and socially distanced window / door visits.
- Relatives were kept informed about people's health, care and welfare needs.

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

Maple Manor Nursing 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures.

This was a targeted inspection looking at the IPC practices the provider has in place. This inspection took place on 19 February 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 not fully assured that the provider was promoting safety through the layout and hygiene practices of the premises. Some areas of the service were found to be dirty and disorganised.
- Bathroom equipment such as shower chairs were dirty and or had rusty wheels and needed replacing.
- There were insufficient clinical waste bins available for staff to safely dispose of PPE and hand hygiene posters were not displayed.
- We were not fully assured that the provider was meeting social distancing rules. The size and layout of the building made this difficult.

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

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.