

Bupa Care Homes (ANS) Limited

Manley Court Care Home

Inspection report

John Williams Close
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London
SE14 5XA

Tel: 02076354600

Date of inspection visit:
16 February 2021

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15 March 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Manley Court Care Home accommodates up to 85 people in one purpose-built home. At the time of the inspection, 76 people were living in the service. Manley Court Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The service comprises four separate units, each of which has individual adapted facilities. Two of the units specialise in providing care to people living with dementia. Another unit specialises in supporting younger adults, and the fourth unit supports older adults.

We found the following examples of good practice.

The service introduced infection prevention and control (IPC) Champions, who discussed and promoted good IPC practices with people within the care home.

The provider followed best practice guidance to ensure visitors to the home did not introduce and spread COVID-19. Information and instructions for visitors were displayed and explained in person by the receptionist. Staff were adhering to personal protective and equipment (PPE) and social distancing guidance.

The provider created a purpose-built glass port at the rear of the building, used for visits. Visitors accessed it externally while their relative sits inside and speaks through an intercom. Alternatively, staff supported people to talk to their families on the phone or via video call.

The provider had a COVID-19 policy that outlined the requirement for isolation rooms for people infected with COVID-19 or people admitted to the home from the hospital or the community.

The provider had ensured staff who were more vulnerable to COVID-19 had a risk assessment in place, and where it was not safe for staff to be at work, they had a furlough scheme in place to protect staff and people.

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

Manley Court 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 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 16 February 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.