

The Manor Residential Home (Arnold) Limited

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Inspection report

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20 November 2020

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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

The Manor Residential Home is a residential care home that provides personal care and accommodation for up to 27 older people, some of whom may be living with dementia. At the time of our inspection there were 22 people living at the service, the home is over two floors and has communal spaces for dining, activities and relaxation.

We found the following examples of good practice.

- Visitors were booked in advance and had use of a large conservatory to visit loved ones behind a screen with direct access from the garden. This meant people and their relatives could safely spend time together.
- The provider ensured there was sufficient stock of Personal Protective Equipment (PPE) and PPE stations had been introduced around the home for staff to access.
- Staff had individual boxes for personal items they needed to avoid cross contamination.
- The registered manager told us staff had demonstrated high commitment to maintaining people's safety and had managed to cover shifts internally when staff were self-isolating.
- The provider had provided staff with scrub suits when they were caring for COVID-19 positive people, which were washed by the home.
- The provider had introduced hands free sanitisers and specialist cleaning machines to reduce the risk of spread of infection.
- Cleaning of frequent touch points had been increased and cleaning fluids had been changed in response to COVID-19.
- Following an audit, the provider had replaced soft furnishing with materials that could be wiped down.
- The provider had converted a spare bedroom to a temporary staff room, to ensure staff could socially distance when on breaks.
- The registered manager told us staff were vigilant and reported each other if PPE was not worn correctly to ensure standards.
- The provider was minimising the use of public transport by providing taxis for staff.
- Whilst people were isolating the service closed its dining room and people ate in their rooms until the isolation period was over. Staff numbers had been increased to support people when isolated in their rooms.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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 20 November 2020 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 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.