

# Country Court Care Homes 2 Limited

# Marling Court

## Inspection report

2 Bramble Lane  
Hampton  
Middlesex  
TW12 3XB

Date of inspection visit:  
28 January 2022

Date of publication:  
18 March 2022

### Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Marling Court is a care home providing personal and nursing care for up to 37 people. At the time of our inspection there were 37 people living in the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading the Covid-19 infection. All visitors were screened for symptoms of acute respiratory infection before being allowed to enter the home. The home had a stock of personal protective equipment (PPE) for visitors to use in the reception area and there was a bin provided for PPE after use. The provider requested that visitors book visiting appointments and one visitor was permitted at a time for a period of 30 minutes. Visitors were permitted to visit residents in their rooms and a larger visiting room was used on occasion. Visitors were required to take a lateral flow test and the home registered the result of this test. Visitors were supported to wear a face covering when visiting. There were multiple signs on the premises about infection prevention and control (IPC) and PPE.

The provider understood and was meeting Covid-19 vaccination requirements. The provider supported alternative forms of maintaining social contact for friends and relatives; for example, video calling using tablets, visits in the communal gardens during the summer months and using a telephone to communicate. During a recent outbreak of Covid-19, the provider had stopped visiting at the home. It had emailed and telephoned families to let them know of the reasons for this. The provider had a process for the monitoring of residents for Covid-19 symptoms and completed lateral flow testing of residents before and after external visits. The provider had completed risk assessments for residents, which it had reviewed, where it considered the vulnerabilities of residents and how risks could be mitigated.

The provider had a process in place for the isolation of residents in the case of positive Covid-19 tests and if staff tested positive for Covid-19. During a recent outbreak, residents were isolated to their rooms and staff working with these residents were restricted to working on that unit. PPE was readily available and there was a bin at the exit of each of the residents' rooms so that staff could discard PPE when they left the room. Laundry bags were placed in the residents' rooms and were collected and washed separately from the laundry of other residents. Rooms were cleaned in the morning and evening each day.

The provider had a process for admitting residents and there were clear procedures to be followed for people admitted to the home.

The provider had an IPC lead who was responsible for the oversight of IPC. Management at the home would seek advice from this lead if required. Audits were undertaken to review compliance with IPC responsibilities where actions were identified and were in progress. An annual statement for infection control had been completed in January 2022 which identified that training in IPC and Covid-19 awareness was required for some members of staff. Use of PPE at the home was in accordance with current government guidance.

The provider had supported staff during the Covid-19 pandemic. The provider had a staff member who ensured that residents were engaged and had activities available.

The provider ensured that the home was well ventilated, with windows and doors opened where appropriate to facilitate ventilation. The home had a separate laundry and good practice for linen and laundry guidance was followed.

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**

# Marling Court

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 28 January 2022 and was announced. We gave the service 24 hours notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

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