

# Manor Care Home Limited

# Areley House

## Inspection report

Areley Lane  
Stourport On Severn  
Worcestershire  
DY13 0AB

Tel: 01299877727

Date of inspection visit:  
04 March 2021

Date of publication:  
23 March 2021

## Ratings

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

## Overall summary

Areley House is a care home providing personal care and accommodation for up to 37 older people, including people who are living with dementia. At the time of the inspection, 24 people lived at the home.

We found the following examples of good practice.

The signing in book had been removed from the reception in order to reduce the risk of infection and visitor details were recorded in the office diary.

A separate room had been made available for new visiting arrangements in line with the latest Government guidance. The room was accessible from the car park and could only be used through an appointment system. Personal Protective Equipment was provided for visitors to use.

People were supported to keep in touch with loved ones through video calls and social media systems. Families were also encouraged to maintain contact with people by writing letters and postcards.

Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance with the provider's infection control policy.

Staff felt supported. An employee of the month reward system had been re-introduced to recognise and reward the hard work of all staff in the home.

## 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**

# Areley 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 4 March 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.