

Bupa Care Homes (ANS) Limited

Middlesex Manor Care Home

Inspection report

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Middlesex
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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

About the service

Middlesex Manor is a 'care home.' It provides nursing care and accommodation for a maximum of 83 people across three units in a purpose-built home. People using the service have a range of needs. Most are older people, some of whom are living with dementia. At the time of this visit there were 81 people living at the home.

People's experience of using this service and what we found

This was a targeted inspection that looked at safety in relation to concerns we had about the home's high reporting of pressure area sores. Based on our inspection, we found there were no concerns. Where people required support with pressure area care, treatment was provided appropriately and in partnership with their GPs and other health professionals, such as tissue viability nurses (TVNs). People had pressure relieving mattresses and were regularly repositioned to ensure pressure on vulnerable parts of their bodies was reduced. Regular monitoring of people's treatment and progress had taken place, and actions had been taken to address concerns found during the monitoring process.

At this inspection we also looked at the home's infection prevention and control measures. All visitors and staff were required to wash and sanitise their hands, have their temperature taken and complete a personal Covid-19 risk assessment before entering the home. All staff and visitors were required to put on personal protective equipment (PPE) such as face masks, and disposable gloves and aprons, where appropriate, before entering any part of the home. This had helped to minimise, prevent and control the risk of infection.

People and staff had participated in regular testing for COVID-19 in accordance with government guidance. Staff were provided with lateral flow test kits so they could undertake tests at home prior to commencing their shifts. Visitors were required to show evidence of a recent negative lateral test or were offered one prior to entering the home.

Staff members received full pay to ensure they were not financially disadvantaged if they needed to isolate following a positive COVID-19 test. The provider had a welfare fund that staff members could apply to should they require additional financial support.

An infection control lead worker was rostered on to each shift in each unit at the home. They were responsible for checking policies and procedures were always followed.

Posters and reminders of safe infection prevention practice were displayed in the home's reception area and at the entrance to each unit. Wall-mounted hand sanitisers were provided throughout the home. Members of the housekeeping team and care staff cleaned frequently touched surfaces, such as light switches, lift buttons and door handles throughout the day. Posters and notices were laminated and cleaned regularly. This helped prevent and control infection within the home.

People and staff were 'cohorted' which meant they always stayed and worked in the same units at the home. Activities were repeated in each unit so that small groups of people could participate with their regular staff members in a socially distanced way. Where people had been confined to their rooms, for example, due to a need to isolate, staff provided personalised activities for them, such as videos, music and chats. The registered manager told us that, during the summer months, some activities would take place in the garden to enable safe, socially distanced mixing.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 31 March 2022).

Why we inspected

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

We undertook this targeted inspection to check on a specific concern we had about the high level of notifications we had received about pressure area sores.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe key question section of this full report.

The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Middlesex Manor Care Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Middlesex Manor Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection on a concern we had about the home's management of pressure area sores.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by a single inspector.

Service and service type

Middlesex Manor is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Middlesex Manor is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We reviewed the home's records in relation to pressure area care. We spoke with the registered manager, the deputy manager and two nurses. We were unable to speak with people receiving pressure area care as they were unable to communicate with us. Following our visit, the provider sent us copies of quality monitoring records relating to the management of pressure area sores.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about the home's high reporting of people with pressure area sores. We also looked at the home's infection control and prevention measures. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People's records showed pressure area sores were treated in an appropriate manner. People's GPs and specialist tissue viability nurses (TVNS) were involved in supporting people's care and treatment. There was ongoing support from TVNs where people had been assessed as being at high risk of skin breakdown.
- People who required pressure relieving mattresses were provided with these. Staff regularly checked mattress pressures to ensure they remained at the correct setting for the person. Regular repositioning had taken place for people who would otherwise remain in one position, thus increasing the risk of skin tissue breakdown. Environmental changes to people's rooms had been made to reduce further risk. For example, a person's bed had been moved so they could watch television in a more comfortable position.
- The registered manager and deputy manager told us that, when people were admitted to the home, they were usually made aware of the severity of any pressure area sores. However, this was not always the case. The registered manager said it was sometimes not possible to undertake a full assessment of people's skin integrity during the pre-admission assessment. For example, people may be sleeping during the assessment visit, or refuse to be examined. However, a full assessment of people's skin integrity was undertaken immediately after admission to the home. The registered manager told us that no-one had refused a skin integrity assessment while at the home, but, should this happen, a risk assessment would be put in place and the refusal would be immediately reported to the local authority. In the meantime, staff would encourage the person to engage with the assessment.
- The registered manager undertook regular monitoring of people's progress in relation to the home's care and treatment of people's pressure area sores. A detailed monthly report was sent to the provider for further monitoring. Actions had been taken where improvements were identified. For example, when staff had incorrectly graded a person's pressure area sore, meetings were held with all relevant staff members to refresh their knowledge and understanding of pressure area care.

Preventing and controlling 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.
- The provider had followed government guidance throughout the COVID-19 pandemic in relation to visiting in care homes. Arrangements were in place to support people's personal visitors to take a lateral flow test at entry to the home with a comfortable area available for them to sit whilst awaiting the result. PPE, including masks, and hand washing and sanitising areas were available to all visitors at on entry. Temperature checks were undertaken for all visitors. Professional visitors were required to show evidence of a lateral flow test taken on the day of the visit. Procedures were in place to enable people to receive visitors safely if there were other residents isolating following positive COVID-19 tests. For example, visitors could meet their friends and family members in a designated visiting area that was sanitised between each visit. People nearing the end of life were enabled to receive visitors in their rooms if there was an outbreak of COVID-19 at the home.