

Hampshire County Council

Marlfield Care Home With Nursing

Inspection report

Gilbert White Way
Alton
Hampshire
GU34 2LF

Tel: 01420593960

Date of inspection visit:
07 February 2022

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02 March 2022

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

Marlfield Care Home with Nursing is a care home registered to provide care for up to 74 people. The provider is in the process of reconfiguring the service, in order to focus on supporting people living with dementia. The building was purpose built and the accommodation is arranged over two floors, serviced by a lift. People have their own bedroom with an ensuite and share the communal lounges, dining rooms and garden. There is also a hairdressing salon and 'pub' for people's use. The service was providing personal care to 35 people at the time of the inspection.

We found the following examples of good practice.

The provider had followed government guidance, to ensure safe visiting practices could be maintained. During the previous lockdowns, a visiting pod had been installed outside the service. An electronic temperature door access system was fitted, which automatically checked a person's temperature before allowing them access. There were plentiful supplies of PPE for people and staff.

People had been supported by staff to maintain contact with their families during the lockdowns. Staff supported people where possible to have virtual contact using the two iPads which were purchased. Staff ensured people had sufficient social stimulation, with the use of a sensory projector which enabled them to play games, listen to music and participate in interactive activities.

People had benefited from continuity in staffing and the minimal use of agency staff. When the provider's day centres had to close during the lockdowns, their staff were re-deployed to the home. They had worked with people for whom English was not their first language and used internet based translation services to make pictorial books to support their communication. The books contained pictures of common items and issues the person wanted to communicate about, with the word in their first language. The registered manager told us these books were helpful to people to communicate their needs and were also valued by their families.

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

Marlfield Care Home With Nursing

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 7 February 2022 and was announced. We gave the service one hour's 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.

Visiting in care homes

- The provider followed government guidance in relation to visits to care homes. People's relatives booked an appointment, to ensure safe visiting practices could be maintained. Visitors were asked to complete a lateral flow test prior to their visit, which took place in the person's preferred space. Relatives were encouraged to become essential care givers, to ensure people could continue to have visitors in the event of an outbreak.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.