

Bupa Care Homes (BNH) Limited

# The Manor House Care Home

## Inspection report

Moreton Road  
Wirral  
Merseyside  
CH49 4NZ

Tel: 01516770099

Date of inspection visit:  
05 August 2020

Date of publication:  
09 September 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

We found the following examples of good practice.

- Visitors were required to complete a pre-visiting risk assessment and on arrival to the service they were required to complete a health screening risk assessment. There was a dedicated room near to the entrance of the service for visitors to use for donning and doffing of personal protective equipment (PPE) when entering and exiting the service. The room was well stocked with the appropriate standard of PPE. There was information displayed in the room about IPC techniques such as donning and doffing, hand washing and disposal of used PPE.
- There was a dedicated part of the service to accommodate people with COVID-19 symptoms to enable safe isolation when this was required.
- There was a designated lead for cleaning and decontamination within the service. There were clear visible signs in place for staff highlighting the levels of cleaning required in each area.
- There were measures in place for staff to socially distance during breaks. Staff were provided with clear guidance around social distancing.
- Safe procedures were followed for admitting people to the service. Virtual assessments were carried out and people and their representatives were provided with a virtual tour of the service prior to admission. Following admission people were required to self-isolate for 14 days.
- There were PPE stations and designated areas across the service for staff to use for donning and doffing.
- Signage about current IPC procedures was clearly visible across the service and available in easy read and picture format.
- Staff used the appropriate PPE and disposed of it safely in clearly labelled bins which were located across the service.
- Staff reassured people who were anxious about CV-19 and they supported people to maintain contact with their family and friends through the use technology.

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?

Inspected but not rated.

Inspected but not rated

# The Manor House Care Home

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 05 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.