

Heathfield Care Homes Limited

Canford Manor Nursing Home

Inspection report

38 Manor Way
Lee On The Solent
Hampshire
PO13 9JH

Tel: 02392550437

Date of inspection visit:
25 August 2020

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16 September 2020

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

Canford Manor Nursing Home is registered to accommodate up to 40 people who require nursing or personal care. At the time of the inspection, 40 people were living at the home. The home is based on two floors with an interconnecting passenger lift

We found the following examples of good practice.

- Visiting to the home is arranged through an appointment system.
- Temperature checks are carried out on all people visiting the home.
- All visitors to the home are required to complete a covid 19 health check questionnaire on their arrival at the home. This questionnaire is retained by the home for 28 days and details would be used to contact these visitors if an outbreak occurred in the home during the following 14 days of their visit.
- Virtual visits are arranged for families who are not able to visit their relative in the home by staff assisting people to use telephone and computer technology.
- A detailed contingency plan was available for staff to follow, which provided them with up to date guidance on covid 19.
- People admitted to the service are required to have been tested for covid 19 and then on admission isolate them self for 14 days in their own room.
- Comprehensive communication arrangements were in place to ensure staff were kept updated about covid 19 prevention measures and safety arrangements within the home.
- Communication systems with family members had been enhanced to help ensure they continued to have confidence in the service.
- Personal protective equipment (PPE) was available to staff and staff were using PPE throughout our inspection appropriately.
- The home had sufficient supplies of PPE to last for 4 weeks, arrangements were in place to monitor stock and re order supplies.
- Staff had received training in infection prevention and control and the registered manager carried out competency checks to ensure staff followed guidance.
- Systems were in place to test people living at the home monthly and staff testing was completed weekly.
- Changes had been made to the environment to enable the challenges of providing safe care during the pandemic to be met. For example, rooms had been adapted for staff putting on and taking off PPE and a corridor with single ensuite rooms would be used for people who tested positive for covid 19.
- Action plans were in place for winter pressures and a second wave of Covid 19 should the home be affected.
- Vulnerable staff were risk assessed and supported to manage any health conditions or to shield if required.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Canford Manor Nursing 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 25 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.