

Bupa Care Homes (ANS) Limited

# Middlesex Manor Care Home

## Inspection report

119 Harrow Road  
Wembley  
Middlesex  
HA9 6DQ

Tel: 02087954442

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14 January 2022

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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

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.

We found the following examples of good practice.

Everyone entering the home was required to wash and sanitise their hands, provide evidence of COVID-19 vaccination, where relevant, a negative COVID-19 lateral flow test, and receive a temperature check before being allowed to leave the reception area. Visitors were required to complete a personal Covid-19 risk assessment. All staff and visitors were required to don 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 infection.

People and staff had received 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. They were required to show evidence of a negative result before commencing work. Lateral flow tests were provided to all visitors 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.

Brightly coloured posters and reminders of safe 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 cleaned frequently touched surfaces, such as light switches, lift buttons and door handles throughout the day. Care staff carried out these cleaning tasks during the evenings and at weekends. 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 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**

# Middlesex Manor 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.

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 14 January 2022 and was announced. We gave the service 24 hours' 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.
- 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 on entry to the home with a comfortable area available for them to sit whilst awaiting the result. PPE, including masks, and a hand washing and sanitising areas was available to all visitors on entry. Temperature checks were undertaken for all visitors. Professional visitors were required to show evidence of COVID-19 vaccination status, and 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 people 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. Procedures were in place to ensure 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. Enhanced PPE was available for visitors if required.

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.