

Park Lane Healthcare (Magnolia House) Limited

Magnolia House

Inspection report

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Cottingham
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20 November 2020

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11 December 2020

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

Magnolia House is a care home providing personal care and accommodation to up to 96 people, some of whom may be living with dementia. When we inspected 77 people were living in the service.

We found the following examples of good practice.

- Visitors were asked a set of screening questions and their temperatures taken to ascertain any risks and their details were kept for track and trace purposes. All visitors were supervised to ensure they followed infection control guidelines and wore appropriate Personal Protective Equipment (PPE).
- Measures had been put in place to support social distancing and included the rearranging of furniture to encourage people to socially distance themselves.
- People who used the service were supported to maintain contact with their families and friends through phone calls, video calls and two safe visiting areas which had been set up. Booking systems were in place to ensure people had the support they needed and to safely manage visitor numbers.
- The provider was fully aware of all current best practice guidance including the safe admission of people from hospital. The provider communicated updates to people, their families and staff when they happened.
- Designated stations for the use of PPE were situated around the service to enable staff to regularly change their PPE and reduce the risk of transmission. Staff were trained in the use and disposal of PPE and senior staff were appropriately trained to complete testing for Covid-19.
- Regular testing of people who used the service and staff was completed in line with current guidance. Clear procedures were in place to make sure people and staff self-isolated when necessary.
- The service was clean and tidy, and any equipment used was regularly cleaned to minimise the risk of people catching or spreading Covid-19.
- The provider had contingency plans in place which included the use of agency staff who only worked at the service to reduce the risk of transmission to and from other services.

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?

We were assured the service was following infection prevention and control guidance and procedures to help keep people safe.

Inspected but not rated

Magnolia House

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 20 November 2020 and was announced.

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.