

Manorville Care Homes Ltd

Manordene

Inspection report

Forge Lane
West Kingsdown
Sevenoaks
Kent
TN15 6JD

Tel: 01474855519

Date of inspection visit:
03 November 2020

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16 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Manordene is a residential care home providing personal and nursing care to older people in one purpose-built building for up to 22 people. At the time of our inspection 20 people lived at the service.

We found the following examples of good practice

- Staff used an NHS tablet to enable safe communication between NHS professionals and people using the service.
- Staff used a tablet to support people to communicate with family and friends through video calls.
- Family members and regular visitors had been informed of updated visiting procedures and could book times to see their relatives.
- The provider had arranged for a specialist laundry company to clean people's bedding. The registered manager told us this would reduce the risk of cross contamination in the laundry and provided staff with more time to perform the enhanced cleaning regime.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Manordene

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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes. 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.

This inspection took place on 3 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's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.