

St. Vincent Care Homes Limited

# Magnolia House

## Inspection report

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24 August 2020

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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

Magnolia House is registered to provide accommodation and personal care services for up to 46 older people and people who may be living with dementia. At the time of our inspection there were 34 people living at the home. All bedrooms were being used for single occupancy most having ensuite facilities.

We found the following examples of good practice.

Comprehensive communication arrangements were in place to ensure staff were kept updated about COVID prevention measures and safety arrangements within the home. Communication systems with family members had also been enhanced to help ensure they continued to have confidence in the service.

Changes had been made to the environment to enable the challenges of providing safe care during the pandemic to be met. For example, a bedroom had been converted to provide a staff changing room and office space had been increased to enable distancing for staff.

Vulnerable staff were risk assessed and supported to manage any health conditions or to shield if required.

There were processes in place for staff and essential visitors to the premises. There was a designated area for putting on and taking off disposable protective equipment (PPE), which was provided to ensure the correct standards of PPE were worn, following government guidelines. All visitors were given clear information, which meant they understood how to maintain people's safety whilst visiting.

There were PPE stations throughout the communal areas, and corridors. The service was clean and there was signage, reminding everyone to wash their hands and wear PPE. The provider was confident about PPE supplies

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 safe infection prevention and control procedures to 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.

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 24 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 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 preventing visitors from catching and spreading infections.
- 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.