

M & PJ Ltd

Malvern House

Inspection report

10 St. Stephens Road
Saltash
PL12 4BG

Website: www.malvernhouseenursinghome.co.uk

Date of inspection visit:
11 February 2021

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10 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Malvern House is a registered care home with nursing and provides accommodation and personal care for up to 22 older people. At the time of our inspection there were 19 people living at the service.

We found the following examples of good practice.

The home was clean, hygienic and uncluttered in appearance. There were procedures to ensure that infection control risks were reduced. For example, increased cleaning of communal areas when the housekeeping staff were on duty. However, the cleaning schedule did not identify additional cleaning that staff carried out when people walked around the home. The registered manager said staff cleaned areas such as door handles following use.

Procedures were in place regarding self-isolation for people who showed symptoms of COVID-19 or who were admitted to the home from the community or other health care provision. The admission procedure had been reviewed and developed to reduce the risk of infection from COVID-19.

Due to the current national lockdown, visiting was currently restricted. Friends and families were provided with information on the current restrictions. Where visiting was permitted inside the home for compassionate reasons (for example for people receiving end of life care) suitable infection control procedures were in place when visitors entered and moved around the building. For example, visitors were accompanied around the building by staff, and only spent time in the person's bedroom. Visitors were screened for COVID-19 prior to entering the home. Visitors were required to wear masks and, as necessary, other PPE.

Arrangements had been made for visitors to speak with and see friends and family through an open fire exit or through windows. This enabled social distancing to be maintained. People were supported to speak with their friends and family using IT and the telephone as necessary.

Appropriate testing procedures for COVID-19 had been implemented for all staff and people who used the service following national guidance regarding the frequency and type of testing.

Infection control policies and procedures had been updated in line with the national guidance relating to COVID-19 and staff were provided with verbal and emailed information when best practice recommendations were updated. The training for staff regarding infection control had been updated to include guidance relating to COVID-19.

The registered manager had completed risk assessments regarding the environment and risks to staff and people who used the service. The registered manager was aware of staff members who were at increased risk from COVID-19 and a plan had been agreed with the staff member should there be an outbreak in the home.

The provider had a contingency plan to manage an outbreak of COVID-19.

Plentiful supplies of personal protective equipment (PPE) were available in the home. Signage was in place throughout the home regarding the requirement for wearing PPE. Additional signage identified the PPE to be worn when a person was assessed at higher risk of infection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Malvern 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11 February 2021 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. However, there were no formalised written individualised visitor plans as part of the care plan to make sure social contact needs were met.
- 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. The registered manager was aware of staff members who were potentially at increased risk from COVID-19. However, this information was not recorded in a formal risk assessment.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. It was not clear from the cleaning schedule that enhanced cleaning of high-risk areas, such as door handles, took place more than once a day on a regular basis.
- 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.