

Anchor Hanover Group

The Manor House Knaresborough

Inspection report

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22 January 2021

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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

The Manor House Knaresborough provides residential accommodation and personal care for up to 75 older people, including people living with dementia. The service was registered in December 2015. Accommodation is provided in a purpose built building, over three floors. At the time of our inspection there were 54 people living at the service.

We found the following examples of good practice.

The service was clean, tidy and well maintained.

People living at the service spoke highly of the service and commented how clean it is.

Systems were in place to ensure safe visiting. This included a visitor's pod, temperature checks, track and trace details and signage at the main entrance informing visitors of important COVID-19 information.

Staff had undertaken training on how to put on and take off personal protective equipment (PPE).

The service had a cleaning schedule which made sure all the home was cleaned at least once a day. High traffic areas, such as door handles and hand rails, were cleaned several times during the day.

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

The Manor House Knaresborough

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 22 January 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.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.
- We were not assured that social distancing rules were being promoted. In two of the three communal lounges, sitting chairs were positioned closer than two meters and sofas were not adjusted to prevent more than one person sitting on it.
- We were not assured that PPE was being put on and taken on consistently. Some people had PPE stored in their room whilst others had PPE transported to their room with the member of staff on a trolley. This meant staff were putting on and taking off PPE in different places depending on who they were supporting.
- We were not assured that staff were cohorted and parts of the service were not zoned to prevent movement of people or staff. This meant that members of staff worked with different staff and people living at the service each shift. This increased the risk of infection transmission.

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