

Regal Care Trading Ltd

Linden Manor

Inspection report

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Date of inspection visit:
11 November 2020

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23 November 2020

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

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|----------------------|--------------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|--------------------------------|

Summary of findings

Overall summary

Linden Manor is registered to provide accommodation and personal care for up to 28 older people, some of whom live with a dementia. At the time of the visit there were 19 people using the service.

We found the following examples of good practice.

- When people were admitted to the service, which was usually from hospital, they isolated in their rooms for the length of time recommended by government guidance.
- There was a regular programme of COVID-19 testing in place for staff and people using the service. This meant swift action could be taken if anyone received a positive test result.
- The provider had ensured there was a plentiful supply of personal protective equipment (PPE) and we saw staff use this appropriately. There were a number of PPE stations in the corridors near people's bedrooms. This meant staff had easy access to plentiful supplies of masks, gloves, aprons and hand sanitiser to use when they were in close contact with people.
- Cleaning schedules had been updated to meet the new infection control advice. There were posters and information about COVID-19 on display throughout the service.
- Areas were cleaned and disinfected with approved products to reduce the potential of transfer of infection. Staff were aware of the process to disinfect floors and hard surfaces.
- Risk assessments had been completed to protect people and any staff who may be at higher risk and measures were in place to support them.
- Visitors had been discouraged by the organisation to enter the service, following national and local guidelines. Garden visits had taken place in the summer months and relatives were able to book window visits with their loved ones. The provider had recently built a new structure in preparedness for the winter season, to ensure, if restrictions on visitors had to continue, options would still be available to reduce social isolation.
- Safe arrangements were in place for visits by health professionals and visits were planned in advance. This included a temperature check upon arrival and the provision of PPE including masks and hand sanitiser.
- Infection prevention and control audits were carried out monthly by management.

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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Linden Manor

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11th November 2020 and was announced.

Is the service safe?

Our findings

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's infection prevention and control policy was up to date.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.

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