

PJ Care Limited

# Mallard House Neurological Care Centre

## Inspection report

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25 January 2022

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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

Mallard House Neurological Care centre is a residential care home providing personal for up to 55 people.

We found the following examples of good practice.

Safe arrangements were in place for visitors to the service including professionals and others. This included a visitors booking system managed by a dedicated member of staff known as a family liaison officer, changing areas, rapid LFD testing, hand washing and PPE stations.

Staff and visiting professionals were asked to provide evidence of their vaccination status against COVID-19 prior to entering the home.

A programme of testing for COVID-19 was in place for all staff and residents.

Stocks of PPE (personal protective equipment) were readily accessible to staff and visitors, and regular checks were made to ensure they were being used.

Isolation, cohorting and zoning plans were used to manage the spread of infection. This meant people self-isolated in their rooms when necessary.

Policies, procedures, risk assessments and guidance relating to COVID-19 were up to date, which supported staff to keep them and others safe. Systems were in place to ensure staff and visitors to the service were kept up to date with current COVID-19 guidance.

Management conducted regular checks and audits to ensure the service was kept clean and tidy.

Staff were trained in infection prevention and control procedures, including the procedure for safely putting on and taking off PPE (donning and doffing).

## 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.

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### **Inspected but not rated**

# Mallard House Neurological Care Centre

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 25 January 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 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 found that the providers approach to visiting aligned with the current government guidance. People we spoke with confirmed this, and were happy with the arrangements in place.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.