

Coveleaf Limited

Hope Manor Residential Home

Inspection report

220 Eccles Old Road
Salford
Greater Manchester
M6 8AL

Tel: 01617887121

Date of inspection visit:
21 January 2022

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14 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Hope Manor Residential Home is located in Salford, Greater Manchester and is operated by Coveleaf Limited. The home provides accommodation and personal care and is registered with CQC to provide care for up to 26 people. There were 24 people living at the home at the time of our inspection.

We found the following examples of good practice:

On arrival to the home, proof of a negative lateral flow test (LFT) was required and personal protective equipment (PPE) needed to be worn. We spoke with the registered manager to ensure there was more prominent signage in the reception area regarding infection prevention control (IPC) procedures. For example, regarding good hand hygiene practices and the importance of wearing personal protective equipment (PPE).

Social distancing was encouraged where possible, such as ensuring there was enough space between seating in lounges and communal areas.

Zoning arrangements were used if people needed to self-isolate in certain areas of the home, such as bedrooms. Testing arrangements were in place for both staff and people using the service and were followed. One person sometimes refused to complete a test and we asked the registered manager to implement a risk assessment to show how this was being managed.

All staff working at the home had received their COVID-19 vaccination. Some staff had left employment on 13 November 2021 when the requirement first came into force due to not wanting to receive the vaccine.

Appropriate arrangements were in place for new admissions, such as requesting confirmation of a negative test and self-isolating if required.

Enough PPE was available and we saw staff wore it at all times during our visit.

We observed the home to be clean and tidy, with domestic staff carrying out their duties throughout the day. Windows were opened at various times during the day to assist with ventilation and outdoor facilities were used when better weather allowed.

There were enough staff to care for people safely, with staff receiving additional infection control training during the pandemic, although some of this needed to be updated. Agency staff were used to fill any gaps in rotas where regular staff were unavailable.

Risk assessments were in place where certain groups may be at higher risk of contracting the virus, although we asked the registered manager to complete a risk assessment for one member of staff who had recently started working at the home.

An appropriate infection control procedure was in place, with specific reference to Covid-19 and regular infection control audits were undertaken to ensure standards were maintained.

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?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Hope Manor Residential Home

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures.

This was a targeted inspection looking at the IPC practices 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 21 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

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. Agency staff had been used during the ongoing COVID-19 outbreak when required.

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, although we spoke with the registered manager to ensure there was more prominent signage in the area regarding infection prevention control (IPC) practices. For example, regarding good hand hygiene practices and the use of personal protective equipment (PPE).
- 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, although we asked the registered manager to implement a risk assessment for one person who sometimes refused to participate in routine testing.
- 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, although the training matrix indicated not all IPC training was up to date. The registered manager said this would be completed.
- We were assured that the provider's infection prevention and control policy was up to date, although we asked the registered manager to implement a risk assessment for one member of staff who could potentially be at higher risk of contracting COVID-19.

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.

At the time of our inspection, the home were experiencing a COVID-19 outbreak and was therefore closed to

visitors apart from essential care givers and those visiting people in receipt of end of life care. Visitors made bookings in advance, completed an LFT and wore appropriate PPE.