

Barchester Healthcare Homes Limited

# Wadhurst Manor

## Inspection report

Station Road  
Wadhurst  
East Sussex  
TN5 6RY

Tel: 01892786700

Date of inspection visit:  
08 February 2022

Date of publication:  
16 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Wadhurst Manor is a purpose built care home, providing nursing and personal care to older people, some of whom were living with dementia. The home is registered for up to 65 people. At the time of the inspection there were 60 people living at the home.

The home was clean and tidy with daily cleaning schedules in place. There were designated housekeeping and laundry staff each day. The head of housekeeping was also an infection control champion.

All staff had received Infection Prevention and Control (IPC) training and refreshers. Regular competency checks had been completed to ensure staff continued to follow IPC guidance.

Personal Protective Equipment (PPE) was available and staff were seen to be wearing and disposing of PPE appropriately. PPE stations were located around the building and staff had access to extra supplies if needed. Barrier nursing had taken place when people had been required to isolate in their rooms.

The home was divided into units over three floors, this meant that staff were able to safely and effectively cohort people should an outbreak occur. Contingency plans and associated COVID19 risk assessments had been completed for all aspects of the day to day running of the home. Communal areas had been adapted to support social distancing where appropriate. Staff supported people to remain safe without placing undue restrictions on them.

Families had been kept updated throughout the pandemic to ensure they were aware of visiting and testing requirements. Relatives had also been informed when an outbreak had occurred at the home.

A testing regime was in place for all staff in line with government guidance. Results were collated by the registered manager to ensure an audit trail was in place. Staff were aware of the isolation requirements should they test positive.

Robust IPC and housekeeping audits had been completed. These ensured that safe policies and procedures were being maintained. Further audits and compliance visits had been completed by the provider to ensure IPC measures were being met.

## 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**

# Wadhurst 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 prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 8 February 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.

Systems and processes were in place to ensure visiting procedures followed government guidance. Relatives had been kept updated regarding any changes to visiting procedures.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.