

Hadrian Healthcare (Gosforth) Limited

The Manor House Gosforth

Inspection report

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28 October 2020

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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 Gosforth provides accommodation and personal care for up to 46 older people, some of whom have a dementia related condition.

We found the following examples of good practice.

- Systems were in place to help prevent people, staff and visitors from catching and spreading infection.
- There was sufficient personal protective equipment (PPE) such as aprons, gloves and masks. Staff were wearing this appropriately when we visited. Staff had undertaken training in putting on and taking off PPE. Systems were in place to help ensure the health and wellbeing of staff was supported.
- The home was clean. One person told us, "They wipe everything down to make sure we don't catch anything." The layout of the building supported social distancing. There were lots of areas where people could spend their time. There were well maintained gardens and people enjoyed being outside. We observed one person walking their dog.
- There was an emphasis on promoting people's wellbeing. The registered manager told us, "We see ourselves as an extended family. Staff have become more of a companion and have really felt a connection with people." People told us they were happy at the home. One person said, "This place is fantastic."
- The registered manager spoke positively about the hard work and dedication staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Manor House Gosforth

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 conducting a thematic review of infection control and prevention measures in care homes. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 28 October 2020 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 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 have also signposted the provider to resources to develop their approach.