

Dovecote Manor Healthcare Limited

Dovecote Manor Care Home

Inspection report

Dovecote Manor
Whalley Drive, Bletchley
Milton Keynes
Buckinghamshire
MK3 6EN

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17 February 2021

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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

About this service

Dovecote Manor Care Home is a residential care home providing personal, without nursing care for up to 41 older people in a purpose-built building. At the time of the inspection 33 people were using the service.

We found the following examples of good practice

- Safe arrangements were in place for all visitors to the service. This included taking temperature checks and carrying out a specific COVID-19 questionnaire.
- Posters were on display reminding people on the importance of regular hand washing / hand sanitisation, social distancing and the wearing facemasks. These measures helped keep people using the service, staff and visitors stay safe.
- The environment was clean and well maintained. Cleaning records showed the cleaning schedules were followed by staff. Enhanced cleaning and disinfection took place throughout the home to reduce the risk of the spread of infection. This included regular cleaning of 'high touch' areas such as, light switches, call bells, keyboards, door handles and handrails.
- Cleaning checklists were used to record and monitor when the cleaning tasks had taken place.
- Staff had access to enough supplies of personal protective equipment (PPE) including disposable facemasks, face visors, gloves, aprons and disinfectant wipes.
- Hand sanitiser stations were available throughout the service in communal and private areas and used PPE was disposed of safely to reduce the risk of cross contamination.
- In addition to routine infection control training all staff received specific training on reducing the risks of the transmission of the Coronavirus. Training included the importance of following good handwashing practices and the procedure for putting on and taking off (donning and doffing) personal protective equipment (PPE).
- A regular programme of testing for COVID-19 was in place for all staff and people using the service. This meant swift action could be taken should anyone receive a positive test result.
- Isolation, cohorting and zoning was used to manage the spread of infection. People were supported to self-isolate in their rooms when necessary.
- Staff had a separate changing area where they were able to change their clothes before the start and the end of their shift.
- The laundry area was well organised. Clean and soiled linen was kept separate and cleaning schedules were closely followed. Systems were in place to ensure laundry from different areas of the service were laundered separately.
- The kitchen area was well organised, heated food trolleys were thoroughly sanitised before leaving and on returning to the kitchen area. Only authorised staff were able to access the kitchen area.
- Infection prevention and control (IPC) audits took place. The registered manager had oversight of all aspects of infection control systems within the service.
- Policies, procedures, risk assessments and guidance related to COVID-19 were up to date, which supported staff to keep them and others safe.

- Regular meetings took place with healthcare professionals to reflect and learn from COVID-19 outbreaks and heightened infection control measures were implemented to contain and manage outbreaks.

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.

Inspected but not rated

Dovecote Manor Care 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 coronavirus, we are conducting reviews to ensure Infection Prevention and Control (IPC) practices are safe, and services are compliant with IPC measures.

This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 17 February 2021 and was unannounced.

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.