

Sanctuary Care Limited

The Manse Residential Care Home

Inspection report

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23 October 2020

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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

We found the following examples of good practice.

- ☐ The registered manager had undertaken risk assessments to establish the individual risks from COVID 19 to each staff member and person using the service and how they could be supported.
- ☐ Staff received the necessary training in infection prevention and control, including how to put on and take off personal protective equipment (PPE) appropriately. Staff followed best practice in relation to good hand hygiene and using PPE.
- ☐ Domestic staff followed a suitable cleaning and disinfecting schedule, led by a suitable member of staff. All staff were involved in ensuring frequently touched surfaces such as door handles were disinfected every two hours.
- ☐ The service no longer employed staff who worked at other care services, to reduce the risk of staff spreading COVID19 infections. This is in line with Department of Health and Social Care guidance in the adult social care winter plan about minimising staff movement across services. The provider had offered all staff permanent contracts to provide them with more financial security, so they no longer needed to work elsewhere.
- ☐ The provider had reviewed visiting arrangements because of the recent change in government guidance and the change in London's COVID 19 risk status to tier two, which is high risk. People on end of life care could still receive visits from their relatives, who were provided with full personal protective equipment (PPE). Relatives could still communicate with their family members through windows and video calls. The provider was installing a purpose-built pod in the front garden for families to visit their relatives when the COVID 19 risk status is reduced.
- ☐ We observed people were supported with social distancing when in communal areas and a range of activities were available to keep people stimulated and reduce social isolation.

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 Manse Residential 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 23 October 2020 and was announced. 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.

Is the service safe?

Our findings

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.