

## Homes Of Rest For Old People Also Known As Radcliffe Manor House

# Radcliffe Manor House

### Inspection report

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03 December 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

Radcliffe Manor House is a 'care home' for 26 older people. There were 23 persons living at the service at the time of our inspection.

We found the following examples of good practice.

There was a restriction on visiting the service at the time of the inspection. There were procedures in place for visitors to the service, including healthcare professionals and relatives to reduce and prevent the spread of infection.

The provider ensured people maintained contact with relatives by staff supporting them with skype, face time and telephone calls. The deputy manager told us they had accommodated garden visits and had reviewed current guidance for accepting visitors.

There was a clear regular programme for staff and people living in the home to be tested for COVID-19. This meant swift action could be taken if or when positive tests were received. The provider had robust monitoring systems in place for when people required a retest.

Staff followed procedures for don and doffing PPE and how to dispose of it safely, in line with government guidelines. All staff wore appropriate PPE, which was in good supply. Posters and information about COVID-19 were visible throughout the service. The provider was also working with Public Health England and local infection control teams to ensure they had appropriate safety measures in place.

A robust contingency plan was in place and used, for when positive testing or isolation for staff or people arose. Agency staff were used to cover shortfalls in staffing, due to staff testing positive for COVID-19.

Handover meetings were completed in line with safe distancing guidelines.

People using the service who had tested positive had isolated in their own rooms when appropriate. Arrangements were in place to reduce the spread of infection. Peoples individual needs were considered to ensure everyone was kept safe.

The home was very clean and tidy. Housekeeping staff told us they had increased the cleaning regime. Cleaning schedules were under review to incorporate new ways of working, for example all touch point cleaning. Staff confirmed they had recorded when touch points or increased cleaning had been completed and that they were awaiting a new form.

Deep cleaning had taken place in all communal areas and the housekeeping staff told us they were in the process of deep cleaning all people's bedrooms as they came out of 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**

# Radcliffe Manor House

## **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 that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 03 December 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 and managed for individuals at risk, but the risks were not always recorded on individual files.
- We were assured that the provider's infection prevention and control policy was up to date.