

Hawthorn Manor Limited

Hawthorn Manor Residential Home

Inspection report

369 Maidstone Road
Gillingham
Kent
ME8 0HX

Tel: 01634263803

Date of inspection visit:
18 January 2021

Date of publication:
12 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hawthorn Manor Residential Home is a residential care home providing personal care to older people. At the time of the inspection 31 people were living there. The service can support up to 37 people.

We found the following examples of good practice.

- Staff supported people to spend time with their friends, while remaining safe. Staff supported people to social distance, to reduce the risk of people feeling isolated.
- There was a plentiful supply of personal protective equipment (PPE). Staff used PPE appropriately and safely.
- The service was working with people to plan how they wanted to celebrate the lives of those who had died.

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

Hawthorn Manor Residential 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 January 2021 and was unannounced.

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 personal protective equipment 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 somewhat assured that the provider's infection prevention and control policy was up to date. We found no concerns with practice. However, the providers policy did not clearly reflect guidance for admissions. Government guidance stated everyone admitted to the service should be isolated for 14 days, unless they have already undergone isolation in another setting. The providers policy was not clear that this included people with no COVID-19 symptoms.

We have also signposted the provider to resources to develop their approach.