

T.L. Care Limited

Mandale Care Home

Inspection report

136 Acklam Road
Thornaby
Stockton On Tees
Cleveland
TS17 7JR

Tel: 01642674007

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12 August 2020

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24 August 2020

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

Mandale Care Home is a care home which is registered to provide nursing and residential care for up to 57 older people. At the time of this review, nursing care was not being provided. There were 41 people living at the home at the time of the review, including some people who were living with a dementia type illness. Mandale Care Home is a detached purpose-built care home set out over two floors.

We found the following examples of good practice.

- The home had a dedicated infection prevention and control lead who ensured all staff adhered to current, national guidance. This lead monitored and assessed all areas of the home and staff practices ensuring high standards of infection prevention and control were delivered in all aspects of the home and that suitable supplies of personal protective equipment were available.
- The home had a dedicated wing to ensure people recently discharged from hospital, presenting with any symptoms or, those newly moving into the home were supported safely in accordance with national guidance. The home provided people and their relatives with information to support their understanding of the isolation processes.
- People at risk and those isolating were cared for by a dedicated staff team who provided a support bubble to meet all their needs and reduce any feelings of isolation and loneliness. This included a range of individual social activities and contact with friends and family.
- People were supported to have face to face or telephone contact with friends and relatives through an appointment system. National guidance was being followed to ensure visits took place at a safe social distance. Infection prevention and control measures were in place to avoid potential transmission with others.
- The home was following national guidance by ensuring all staff were tested weekly and people living at the service were tested monthly. The home included other professionals who worked closely with the service to be tested weekly as part of their testing programme.

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

Mandale 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 Care Quality Commission's (CQC) 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 12 August 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

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 personal protective equipment (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 could be effectively prevented or managed.

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