

Orchard Manor View Limited

# Orchard Manor View

## Inspection report

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06 November 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

Orchard Manor View is a residential care home that provides personal care and accommodation for up to 30 people who may also be living with dementia. At the time of our inspection there were 19 people receiving a service. The accommodation is provided over the ground and first floor with all rooms having access to en-suite facilities. There were also several spaces available for communal relaxation and activities as well as a large dining room.

We found the following examples of good practice.

- At the time of the inspection arrangements had been made for visits with family to take place in line with Government guidelines. People had also been supported to maintain contact with families and friends through video and telephone calls.
- The service had been divided into zones with dedicated staff teams allocated to reduce the number of different staff that people are exposed to. The large communal dining room had been arranged to offer people an opportunity to socialise in a safe space.
- Personal protective equipment (PPE) was readily available throughout the home; appropriate donning and doffing areas were seen and PPE was observed to be worn by staff in line with current government guidance.
- Staff and people living at the service continued to receive a Covid 19 test as part of the Government's whole home testing scheme. This enabled the provider to respond swiftly to any Covid positive tests and to take appropriate action.
- All staff were supported with individual risk assessments. This included consideration of staff from black, Asian and minority ethnic groups or those who had existing health conditions, to ensure they were supported effectively.
- There was a core group of staff available to support the people living at the home, no external staff had been required which reduced the risk of transmission of the infection.
- The manager had increased provisions for cleaning throughout the day and implemented cleaning schedules that included more regular and deeper cleaning of the whole home.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

No ratings were awarded following this inspection. This was a thematic review seeking to identify examples of good practice in infection prevention and control.

### **Inspected but not rated**

# Orchard Manor View

## **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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes. 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.

This inspection took place on 6 November 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 or managed.
- We were assured that the provider's infection prevention and control policy was in place.