

Mrs Nichola and Mr Robert Broadhurst

Manor House

Inspection report

Higher Tremar
Tremar
Liskeard
Cornwall
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Tel: 01579343534

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19 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

Manor House is a care home that provides personal care for up to 16 predominantly older people. At the time of the inspection 14 people were living at the service. Some of these people were living with dementia.

We found the following examples of good practice.

We had received a concern that staff were not wearing surgical face masks while on duty during the Covid-19 pandemic. However, we found on this unannounced visit that all staff were wearing masks. We discussed with the registered manager that the guidance about staff wearing face masks, even when not in close contact with people, is to protect people living at the home from the risk of contracting Covid-19. The registered manager was aware of this guidance and assured us this has been followed throughout the pandemic.

The service was clean. Effective cleaning routines were implemented to ensure infection control risks were minimised and people were kept safe. Suitable cleaning routines were in place to help keep hygiene practices to a good standard.

During the summer months families had visited people in the garden. Recently the conservatory had been converted into a visitor's room to enable people to see their families during the winter months. Designated family members visited by appointment and the room was deep cleaned after each visit. Visitors were required to wear masks and, as necessary, other Personal Protection Equipment (PPE). These were supplied by the home if needed.

Where families were unable to visit, or between visits, staff helped people to keep in touch with their family and friends via telephone and video calls.

Suitable testing routines had been arranged for staff and people who used the service. The registered manager said both staff and people who used the service had been happy to participate in regular testing.

Robust admission procedures were in place, for example, the service required documentary evidence of a negative Covid-19 test results before people moved in, followed by a period of self-isolation.

Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. During the inspection we observed staff demonstrating suitable knowledge of good infection control practice. Additional staff training had also been maintained.

The service had comprehensive policies and procedures in respect of Covid 19 and its implications on the running of the service. From our discussions and observations these had been effectively implemented.

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

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.

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 19 November 2020 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 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.