

Sherwood Healthcare Limited

Mansfield Manor Care Home

Inspection report

30-32 Chesterfield Road South
Mansfield
Nottinghamshire
NG19 7AD

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Date of inspection visit:
11 February 2021

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19 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service: Mansfield Manor is a care home that provides personal care for up to 38 people. At the time of the inspection 36 people lived at the home, most of these people were older people, some of whom were living with dementia.

The providers COVID-19 policies were not up to date and had not reflected the latest guidance. This meant we could not be assured by all the aspects of managing the infection control needs. The domestic staff had cleaning schedules to ensure the home was routinely cleaned. This included steamers for fabric coverings. However, touch cleaning was not continued after the domestic staff had completed their hours. The provider reviewed this aspect of cleaning and made adjustments to the cleaning schedule to reflect on going touch surface cleaning.

On arrival visitors had not been routinely asked to complete a questionnaire to support track and trace, the provider implemented this procedure along with a temperature check.

We found the following examples of good practice.

- We found care home testing was in place for both people using the service and the staff. Testing has been increased since the COVID-19 outbreak. Daily temperatures were being taken; however, these were increased to twice daily to meet government guidance.
- There were sufficient supplies of personal protective equipment (PPE), which were placed around the home for easy access.
- There were currently no visitors within the home, however technology was used to support calls to family thought this method or the telephone. The home had a visitor's 'pod' the use of which will be resumed as soon as possible.
- Staff were encouraged to change into their uniform on site, to reduce the transmission of COVID-19. The provider was reviewing areas of the home to establish a larger space and easier access.
- Staff had received training in wearing their PPE and the importance of changing between each person. The manager told us they complete regular competency checks to ensure staff continued to be compliant in this area.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

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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 11 February 2021 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were not assured that the provider's infection prevention and control policy was up to date. We have asked the provider to review the policy in line with current guidance.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Additional touch point cleaning was required.
- We were assured that the provider was accessing testing for people using the service and staff. Daily testing was increased to ensure early detection of concerns could be responded to.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. Additional safety measures were introduced to reflect a questionnaire, temperature checks and where appropriate on the spot testing.
- 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 making sure infection outbreaks can be effectively prevented or managed.

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