

Great Marsden Residential Limited

# Nelson Manor Care Home

## Inspection report

247 Barkerhouse Road  
Nelson  
Lancashire  
Lancashire  
BB9 9NL

Tel: 01282449000  
Website: [www.caring.uk.com](http://www.caring.uk.com)

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18 August 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

Nelson Manor Care Home is registered to provide accommodation, personal care and nursing care for a maximum of 70 people. At the time of the inspection, 62 people were living in the home. The building is purpose built and accommodation is provided on three floors. The ground floor known as Haven suite, provides personal care for older people, the middle floor known as the Jubilee suite provides personal and nursing care for people with mental health needs and the top floor known as the Great Marsden suite provides people with nursing care. All the bedrooms have an ensuite with a shower facility.

We found the following examples of good practice

- The registered manager had established robust infection prevention and control procedures, which were understood and adhered to by staff. All staff had completed training on the use of personal protective equipment (PPE) and were deployed in specific areas of the home. On the day of our visit, the staff were well organised and were wearing appropriate PPE. The home had plentiful supplies of the items required.
- The home was hygienic and had a good standard of cleanliness in all areas seen. Additional housekeeping staff had been employed and the frequency of cleaning had been increased. Specialist cleaning equipment had been purchased to sanitise surfaces and rooms.
- At the time of the inspection, local lockdown restrictions prevented visits from relatives. However, the registered manager and the staff team had developed creative ways to enable people to stay in contact with their friends and family members.
- Risks to people using the service had been assessed and appropriate preventative measures had been implemented. A traffic light system displayed on people's bedroom doors, alerted staff to people at high risk.
- A member of the management team carried out a detailed infection control audit on a monthly basis. An action plan was drawn up to address any shortfalls and records were compiled when the actions had been completed.

## 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 provider was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Nelson Manor 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 CQC's 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 18 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 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.