

S L Mann

# Montclair Residential Home

## Inspection report

Montclair  
216 Banstead Road  
Banstead  
Surrey  
SM7 1QE

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10 March 2021

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Tel: 02083937433

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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

Montclair Residential Home is a residential care home providing nursing and personal care for up to 15 people. At the time of our inspection there were 15 people living in the home.

We found the following examples of good practice:

The provider had developed new ways of recording observations about people's health which were shared with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home and had facilitated good virtual consultations with healthcare professionals.

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider had individual visitor plans and they kept in touch with family members and people's friends through regular phone calls, emails and video conferencing.

The provider had arrangements for visitors to meet with people in the porch near the entrance which had a Personal Protective Equipment (PPE) station and a toilet. All visitors were asked COVID-19 screening questions on arrival, and had their temperature checked. A COVID-19 lateral flow test was carried out on all visitors and visiting professionals. Following the government's announcement allowing families to visit their relatives from 8 March 2021, the provider discussed visiting with people and their families so they were informed of the new arrangements and how to ensure each other's safety during visits. This included the completion of lateral flow tests, wearing of PPE and adhering to social distancing. Following the inspection the provider confirmed visiting had commenced in line with government guidelines.

To ensure people's well-being the provider had arranged for weekly musician sessions and the musician was part of the weekly COVID-19 testing programme for staff. Due to COVID-19 they had suspended group activities and activities were performed on a one to one basis.

The provider had an admissions process in place. People had a COVID-19 test within 24 to 48 hours prior to being admitted into the service and were isolated for 14 days following admission to reduce the risk of transmission of COVID-19.

The home had two areas for staff to don and doff (put on and take off) PPE.

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance. The provider informed us that when a person tested positive for COVID-19, the care home managers (registered nurses) cleaned their room instead of the cleaners. This was to ensure the safety of staff and people.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Montclair Residential 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.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 10 March 2021 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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, the clinical waste bins outside the service were not locked; the provider assured us they would keep them locked.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The provider completed a daily infection prevention and control checklist and but not carried out a comprehensive infection prevention and control audit. After we raised this issue with the provider, they carried out a detailed infection prevention and control audit and sent us evidence to support this the day following the inspection. We reviewed the audit and found it to be satisfactory; the audit had identified some areas for improvement.

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