

Manor House Care Limited

# The Manor House

## Inspection report

26 Bridge Road  
Chatburn  
Clitheroe  
Lancashire  
BB7 4AW

Tel: 01200441394

Date of inspection visit:  
29 December 2020

Date of publication:  
12 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Manor House is a residential care home and at the time of the inspection was providing personal and nursing care to 37 people aged 60 and over. The service can support up to 50 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. The ones that applied to the area in which this home was located were commonly known as 'Tier Three Rules'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

We noted good practices in all of the areas we considered including the use of and disposal of personal protective equipment (PPE). Staff, management and visitors were using PPE correctly and there were robust procedures in place around the use of PPE.

There were robust processes in place when approved visitors such as health care professionals visited the home. This minimised the risk to people, staff and visitors from catching and spreading infection.

There were comprehensive measures to prevent infections spreading within the home. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

Where appropriate, and consistent with infection control rules, 'socially-distanced' visits had been taking place. At the inspection however, and consistent with enhanced restrictions with infection outbreaks, these visits had been restricted and were only allowed in exceptional circumstances. We noted the processes around this were consistent with the rules and were regularly reviewed and adapted to reflect latest guidance and legislation.

We noted the provider and registered manager had developed a visiting area in a suitable location within the home. This incorporated shielding and isolation processes to ensure visitors and residents were protected. The registered manager said that this would only be used when guidance allowed and the current rules were relaxed.

Visiting rules and process were communicated effectively to people using the service and their relatives. People were also supported in contacting their friends and relatives by the use of social media and video messaging services. This assisted in promoting people's mental wellbeing.

Infection control policy and people's risk assessments had been completed and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19

outbreak in the home. The registered manager insisted people were tested before admission and consistent with guidance, new residents were not being admitted to the home at the time of the inspection. This will be reviewed as appropriate and in line with any changes in restrictions. We were satisfied the service, staff, people and visitors were following the rules.

Staff had comprehensive knowledge of good practice guidance and had attended Covid-19 specialist training. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

Areas of the home could be segregated in the event of widespread infection so as to assist with appropriate isolation of people. The registered manager said separate staff members could be used to help in this situation.

Policies and infection control processes were regularly reviewed when guidance changed. We saw good examples of this that took into account guidance from a wide variety of sources. The provider kept abreast of developments and changes and we saw examples of where they had considered new guidance and provided this to management and staff in the home.

The home was clean and hygienic. The service had designated cleaners who were working during the inspection. All staff had received Covid-19 related supervision and the provider was proactive around ensuring staff and management had access to appropriate support to manage their wellbeing should it be required.

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?**

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

**Inspected but not rated**

# The 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.

As part of the Care Quality Commission's (CQC's) response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 29 December 2020 and was announced. It was announced because the geographical area the home is located had a high transmission rate of Covid-19 and checks were made at the service before inspection to ensure it was safe to proceed.

## 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 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.