

Trentside Manor Care Limited

Trentside Manor Care Home

Inspection report

Endon Road
Norton Green
Stoke On Trent
Staffordshire
ST6 8PA

Tel: 01782535402

Date of inspection visit:
26 February 2021

Date of publication:
15 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

Trentside Manor Care Home provides accommodation and personal care for up to 36 people in one adapted building. At the time of the inspection, there were 33 people using the service.

We found the following examples of good practice.

- There was a visiting policy in place, which had been shared with relatives. A temporary visiting area had been implemented to enable visits to take place without entering the main building to ensure people remained safe.
- People used technology to continue to have contact with their relatives such as video calls. The registered manager ensured relatives were regularly updated of any changes to their relative's health and wellbeing.
- Staff had continued to provide activities in line with people's preferences to help reduce social isolation and to promote people's mental wellbeing. One person requested a priest who visited the service, followed IPC procedures and wore Personal Protective Equipment (PPE).
- The environment was clean and additional touch point cleaning had been implemented to lower the risk of cross infection.
- Staff were supported by the registered manager during periods of anxiety. There was an open and supportive culture within the staff team and the registered manager was aware of mental health services to signpost staff to if needed.

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

Trentside 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.

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 (IPC). This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 February 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 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.