

Anchor Hanover Group

# The Manor House Harrogate

## Inspection report

The Manor House  
60 Cornwall Road  
Harrogate  
HG1 2NE

Tel: 01423500010

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21 January 2022

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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

The Manor House Harrogate is operated by Anchor Hanover Group and is located in Harrogate, North Yorkshire. The service provides residential care for older people and people living with dementia, and is registered with CQC to provide support for a maximum of 87 people. The location comprises of individual accommodation with en-suite bathrooms, communal living areas, communal and private dining areas, gardens, leisure facilities and hobby rooms. At the time of our inspection, the location had a registered manager in post.

We found the following examples of good practice.

- The service had introduced a nominated member of staff who focused on COVID-19 requirements. Their duties included managing staff and resident testing, monitoring any relevant self-isolation periods, cascading COVID-19 guidance to staff and communicating with residents' friends and family around current COVID-19 precautions.
- The service had implemented a comprehensive checklist which all visitors were required to complete. This included a review of the visitor's COVID-19 vaccination and test status, a check of any COVID-19 symptoms, and details of any recent international travel.
- Staff and managers were focused on supporting residents' independence, mental health and wellbeing needs throughout the pandemic. Staff completed risk assessments for residents that focused on their mental health needs, and where possible, staff encouraged residents to leave the home for exercise, recreation, activities or to meet friends and family. Where visits could not be made, staff undertook weekly update calls with each residents' family to allow them to remain involved and updated in their care.
- The service was committed to protecting residents from the risk of COVID-19 during the pandemic. Staff completed COVID-19 risk assessments for all residents, particularly residents who may be at a higher risk of becoming seriously ill. Staff supported all residents to receive their COVID-19 vaccinations and boosters, and worked with residents' family on this.
- Staff and managers had made changes to the home environment to keep staff and residents safe from the potential risk of COVID-19, however had found ways of doing this that minimised any impacts to residents and kept the environment as familiar and homely as possible. For example, residents could access an on-site sweet shop, and rather than closing this to residents during the pandemic, staff had worked to replace all items with individually wrapped and packaged items. In addition, hospitality areas had remained open throughout the pandemic, with social distancing implemented at seating areas and enhanced cleans undertaken. Where residents had tested positive for COVID-19, staff attached a ribbon to their door to alert staff of this risk, but in a delicate and compassionate manner.

## 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**

# The Manor House Harrogate

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on Friday 21st January 2022 and was announced. We gave the service one day's notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021, registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.