

Dove's Nest Limited

Doves Nest Nursing Home

Inspection report

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Date of inspection visit:
31 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

Doves Nest is a residential care home with space for up to 50 residents who require daily assistance with medical, physical and mental health needs. The home has five lounges, a conservatory, a large dining room, walk in shower rooms and a hydrotherapy bathing system. There was also a sensory room and a library, and extensive private and secure outside space.

We found the following examples of good practice.

We observed staff undertaking activities with people and getting ready for their day. We observed how this was done in a safe way for residents and staff, with staff wearing full personal protective equipment (PPE). Stocks of appropriate personal protective equipment (PPE) were well-maintained and staff used and disposed of it correctly. Staff had been trained in infection control practices.

The home was clean and hygienic looking and we saw domestic staff undertaking their cleaning and laundry duties. We saw that each had a specific routine to follow to ensure cleanliness was maintained and to limit the transmission of infections.

The home monitored the vaccination status of residents and staff and undertook risk assessments when required. We heard how the home managed an outbreak of Covid -19 when staff and residents became infected. There were management plans for those people required to self-isolate and additional support available for people who may struggle with isolation.

People were able to spend time seeing and speaking to their visitors in different ways. On-site visits were facilitated by pre-booking and visitors went straight to people's rooms or could sit in one of the designated visiting areas. They did not interact with any other people at the home and visiting times were not restricted. There were also extensive gardens where visits could take place when the weather allowed.

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.

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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 31 January 2022 and was announced. We gave the service 24 hours' 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 somewhat assured that the provider's infection prevention and control policy was up to date. At the time of writing the report we had not received the requested documentation.

The visiting arrangements at the service aligned to Government guidance. There was no negative impact on people in relation to this.

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.