

Marley Court Nursing Home Limited

# Marley Court Nursing Home Limited

## Inspection report

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17 February 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

### About the service

Marley Court Nursing Home Limited (Marley Court) is a residential care home providing nursing and personal care for up to 46 adults. At the time of our inspection there were 43 people living at the home.

We found the following examples of good practice.

There were policies, procedures and a range of information available, which provided staff with clear guidance about good infection control practices, including the management of COVID-19 and visiting arrangements during the pandemic.

Government guidance was being followed in relation to isolation criteria and testing programmes for service users, staff, community professionals and visitors. We spoke with two family members who were visiting at the time of our inspection and three relatives by telephone. They all told us an appointment system was in place and that it was necessary for them to demonstrate negative COVID-19 testing prior to their visit. They described the booking in procedure, which was an electronic system located in the entrance hall and which the inspector used on arrival to the home. This recorded all necessary details on the home's computerised system, such as temperature checks, COVID-19 test results and times of visits.

Family members and friends were able to visit their relative's in their private accommodation or in the communal areas of the home. The management team continued to monitor the visiting arrangements. We observed relatives and staff wearing face masks and relatives told us they were encouraged to use hand sanitiser.

All employees and service users were fully vaccinated and visiting professionals needed to demonstrate vaccination status prior to being allowed access to the home. Most staff had completed specific training in relation to infection control and the management of COVID-19.

There were nine domestic staff employed at the home. On the day of our visit four were on duty. We spoke with three of them, who confirmed they had enough equipment and domestic products, which helped to promote good infection control practices. Cleaning schedules were in place. The environment was clean and hygienic throughout and fully stocked PPE stations were provided in the entrance hall and on both floors of the home. Staff we spoke with confirmed there were enough supplies of PPE which was easily accessible by all staff at all times of the day and night. We saw staff wearing PPE correctly.

The management team continued to monitor the management of COVID-19 through an effective auditing process and action plans were developed in response to any improvements needed. The manager told us good support was provided by external organisations, which helped the service to promote good infection control practices.

## 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**

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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 (IPC) 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 17 February 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. One relative told us, "The process for checking in when visiting is always the same; it never varies. The managers and staff are very stringent when it comes down to protecting those at Marley Court."
- 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. One family member, who had a relative admitted during the pandemic told us, "We were very impressed with how the staff made sure everything was just right in order to protect my relative when they were admitted."
- 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 IPC policy was up to date.

### Visiting in Care Homes

- The practices around visiting during the pandemic helped to ensure visitors were protected from the risk of cross infection, including the transmission of COVID-19. Family members we spoke with confirmed they felt safe and well protected whilst visiting their relatives.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were fully vaccinated against COVID-19.

