

Strong Life Care (Tuxford) Limited

Tuxford Manor Care Home

Inspection report

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22 April 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

Tuxford Manor Care Home provides accommodation and personal care for up to 46 people. On the day of our inspection, 42 people were either living at the service or having a short respite stay.

We found the following examples of good practice.

The provider ensured people's visitors provided a negative lateral flow test (LFT) result prior to entering the home. Two indoor areas of the home had been designated for visitors. These were away from communal areas. People could also see their visitors in their bedrooms and using outside spaces. This helped to reduce the risk of the spread of COVID-19.

We observed staff wearing personal protective equipment (PPE) as required. Staff wore aprons, gloves and masks when providing care for people and at other times masks were always worn. There were sufficient stocks of PPE within the home. When personal care was provided for people with COVID-19, PPE stations were placed outside of their bedroom to enable staff to don and doff (put on and take off) their PPE safely. Staff uniforms were laundered at the home and staff arrived and left wearing their own clothes. This helped to reduce the risk of infection being brought into or taken out of the home.

People were encouraged to social distance wherever possible; however, it was acknowledged that some people, such as those living with dementia may find this difficult. Staff made allowances for this by continually cleaning touch points such as doors, handrails and tables to reduce the risk of the spread of infection. We observed the home was visibly clean and tidy.

The home had been closed to non-essential visitors following an outbreak of COVID-19. During this time, staff had worked hard to ensure the home was kept clean, people could still see visitors wherever possible and a daily testing regime was completed. Then home has now re-opened. The registered manager was proud of the work of their staff in minimising disruption to people's lives.

The provider had processes in place that ensured the safe admission of new people to the home. The provider also assessed the impact of isolation on people's wellbeing and measures were put in place to assist the most vulnerable, including increased time spent with staff.

Posters were placed around the home offering guidance and information for people and staff advising them how to spot the signs of COVID-19 and to help to reduce the risk of spreading it.

A consistent and stable staffing team was in place. Staff covered sickness, holidays and other absences. The registered manager was proud to have not needed to use agency staff to cover shifts during the pandemic. The provider considered staff members' wellbeing. A variety of initiatives were in place to thank staff for their support and to offer further support for their mental and physical wellbeing.

The provider had assessed the impact of potential 'winter pressures' and acted accordingly. Regular COVID-19, outbreak and other related audits were carried out to help identify any areas of concern. Action plans were in place and reviewed.

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

Tuxford 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 22 April 2022 and was announced. We gave the service 48 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 assured that the provider's infection prevention and control policy was up to date.
- The registered manager ensured people were able to see their visitors in such a way that did not increase the risk of the spread of infection throughout the home. People's individual needs had been assessed, and the impact of not seeing visitors would have on their wellbeing. Action had been taken by the registered manager to reduce the risk of people experiencing social isolation and loneliness.