

The Fountain care Management Ltd

Nettleton Manor Nursing Home

Inspection report

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02 August 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

Nettleton Manor is a care home registered to provide accommodation and support for up to 43 people, including older people and people living with dementia. There were 34 people living in the home on the day of our inspection.

We found the following examples of good practice.

The provider exceeded government guidance in requiring staff to conduct a lateral flow test at the start of every shift, to reduce the risk of COVID-19 entering the home.

The provider also exceeded government guidance in continuing to conduct temperature checks on all visitors to the home.

The provider had proactively sourced some care staff from overseas to help address the staffing challenges created by the COVID-19 pandemic and other pressures on the social care workforce.

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

Nettleton Manor Nursing 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 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 2 August 2022 and was unannounced.

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.
- Some care staff had been sourced from overseas to help ensure staffing levels in the home remained sufficient to meet people's needs..

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- Communal areas of the home were generally clean. However, we identified minor shortfalls in the cleanliness of a utility room which increased the risk of the spread of infection. Additionally, exposed pipework in the laundry and poorly sealed vinyl flooring in some bathrooms created potential traps for dirt and infection.
- The hand towel dispenser beside the communal washbasin in the dining room was empty, undermining the provider's commitment to safe hand hygiene.
- The registered manager readily acknowledged these concerns and told us she would take action to address them.
- We were somewhat assured that the provider was using Personal Protective Equipment (PPE) effectively and safely.
- With one exception, staff wore facemasks and other items of PPE in accordance with government guidance. However, on two occasions we observed the same staff member wearing their facemask incorrectly below their nose, increasing the risk of COVID-19 spreading within the home.
- PPE supply stations were situated in various locations around the home to give staff easy access to single-use facemasks, gloves and aprons. However, at two stations there were no aprons, making it harder for staff to ensure compliance with PPE requirements.
- The registered manager apologised for these shortfalls and told us she would take action to address them.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively

prevented or managed.

- Shortly before our inspection, one person had tested positive for COVID-19 and was being cared for in isolation, correctly in line with government guidance. However, despite the presence of COVID-19 in the home, a staff member who had been granted a medical exemption from wearing a facemask, was still accessing some communal areas of the home without any alternative face covering, increasing risks to themself and others.
- The registered manager acknowledged this practice was not in line with the provider's outbreak management protocol and told she us she would take action to address it.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider's infection prevention and control policy was up to date.

Visiting in care homes

- The provider had an effective system to enable local health and social care professionals and people's relatives and friends to visit the home safely.
- To promote the safety of people and their visitors, the provider continued to conduct temperature checks on all visitors, a preventive measure which exceeded national and local policy requirements.