

Valorum Care Limited

# The Grange - Care Home Physical Disabilities

## Inspection report

2 Mount Road  
Parkstone  
Poole  
Dorset  
BH14 0QW

Tel: 01202715914

Date of inspection visit:  
16 December 2020

Date of publication:  
12 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

The Grange can accommodate up to 27 people in purpose-built premises. Nursing care is not provided. There were 20 people living there when we inspected.

We found the following examples of good practice.

Entrance doors were controlled, and clear signs were displayed advising of arrangements for entering the building. Visitors to residents, contractors and agency staff were required to complete a brief questionnaire that included whether they had any Covid-19 symptoms or had been in contact with anyone who may have symptoms. They were also required to clean their hands and put on Personal Protective Equipment (PPE) before they fully entered the building. A dedicated visit room had been created with a full screen. Visits were booked in advance and planned to allow time for thorough cleaning between visits.

The registered manager reported that most people living in the home were able to remember and comply with social distancing. Staff gently reminded anyone if they forgot the requirement. Furniture in communal areas had been rearranged to ensure people maintained safe distances. Procedures were in place to ensure that anyone who left the home and then returned had a negative test and self-isolated in accordance with current guidance. There was a plan for cohorting and zoning if there was an outbreak.

We saw seven members of staff all wearing PPE correctly. One person told us that if the deputy manager saw anyone not wearing PPE correctly, she always reminded them to. Specific areas for putting on and removing PPE had been created.

The service had registered for regular testing of residents and staff. The frequencies of testing were in accordance with current government guidelines. Additional tests were completed if any resident or staff developed any of the recognised symptoms of Covid-19.

The home was clean, spacious and free from clutter. The registered manager had recently identified that their cleaning products did not comply with government guidance and had acted to source the correct items. Robust cleaning schedules were in place for day to day cleaning. The cleaning of frequently touched surfaces such as door entry pads and TV remote controls was not in place but was addressed immediately during the inspection.

Additional training in relation to Infection Prevention and Control (IPC) and Covid-19 had been given to staff to ensure they understood what to do and how to do it safely. The registered provider had arrangements in place to support staff wellbeing. The registered manager had a good understanding of staff and any issues they were facing.

The IPC policy, audits and business continuity plan were satisfactory. IPC audits were carried out monthly but did not include the extra measures in place due to coronavirus. The registered provider had already confirmed that this was being reviewed. Any shortfalls identified during the audit were immediately

addressed. Risk assessments for those who were more at risk if they contracted the virus had been completed.

## 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 Grange - Care Home Physical Disabilities

## **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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 December 2020 and was unannounced.

## Is the service safe?

### Our findings

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.