

# Ramsay Health Care UK Operations Limited

# Gardens Neurological Centre

## Inspection report

High Wych Road  
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03 December 2021

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## 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

### About the service

Gardens Neurological Centre is a 'care home'. It is registered to provide accommodation, nursing care and treatment for up to 54 people, aged 18 years or older. The service specialises in the care of people with complex long-term neurological conditions, brain or spinal injuries.

The centre is a purpose-built service, providing accommodation over two floors. There were 43 people accommodated at the service at the time of this inspection, with two people receiving treatment in hospital.

### People's experience of using this service and what we found

People were being protected from the risk of infection.

Visits were being provided at the service in accordance with Government guidance and there were robust infection control procedures in place. Visitors were provided with guidance, personal protective equipment (PPE) and completed testing for COVID-19. Where applicable, their COVID-19 vaccination status was also checked.

All staff working at the service had been fully vaccinated against COVID-19 or had declared themselves medically exempt. The provider had introduced a comprehensive process to ensure that staff met the vaccination requirements and had provided evidence to their satisfaction.

PPE donning and doffing stations were available outside each person's bedroom with guidance and signs displayed throughout the building. Staff were seen to be practicing good hand and respiratory hygiene, maintaining social distance and adhering to the PPE guidance and protective measures in place.

The service was clean and hygienic. Senior staff completed daily checks and 'walkarounds' of the building, alongside regular infection prevention and control audits.

The provider had developed a robust package of policies, procedures and guidance for the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 1 August 2018).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the COVID-19 vaccination status of staff working at the service. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Gardens Neurological Centre

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about the COVID-19 vaccination status of staff working at the service

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was conducted by one inspector.

#### Service and service type

Gardens Neurological Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to

send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection-

We spoke with five members of staff including the clinical manager, registered manager and senior management from the provider organisation.

We reviewed a range of records. This included staff training records, rotas, schedules and audits. We also looked at a variety of records relating to the management of the service, including policies and procedures.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about the COVID-19 vaccination status of staff working at the service. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.