

# Ramsay Health Care UK Operations Limited

# The Dean Neurological Centre

## Inspection report

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16 November 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

The Dean Neurological Centre is a specialist care home which provides care and treatment to 60 people who lived with an acquired brain injury or disorder. At the time of our inspection 51 people lived there.

We found the following examples of good practice.

- The provider's policies and procedures for infection, control and prevention were in date and included those relating to a pandemic and other infections such as Influenza. Regular audits and checks were taking place to ensure the service was operating in line with these policies and procedures, and in line with national and local COVID-19 guidance.
- Risks to people and staff arising from COVID-19 had been assessed and measures were in place to reduce these risks. This included regular COVID-19 testing of people and staff, appropriate and safe use of personal protective equipment (PPE), use of shielding and self-isolation where appropriate and required, and enhanced cleaning, waste and laundry arrangements.
- Staff had received appropriate and relevant training and were competent in their practice. This included the donning and doffing of PPE and adherence to Aerosol Generating Procedures (AGPs) relevant when caring for people receiving mechanical support to breathe.
- Admissions to the service from hospital or other care settings were managed safely. The service was adhering to national COVID-19 guidance in relation to this. One person's admission had been postponed (during the period of the national lockdown) until managers were assured, they had access to the specialist support required to safely facilitate this admission.
- The service had made adaptations to how it worked and communicated with other professionals to ensure a multi-disciplinary approach was maintained. This meant that people's needs and treatment plans were regularly reviewed by all the healthcare professionals and disciplines involved in a person's care and treatment. The same approach applied when making decisions in people's best interests.
- Arrangements were in place to support safe visiting by relatives. The service was adhering to guidance given by the local Director of Public Health as well as wider national guidance in relation to care home visiting. Relatives were kept informed about necessary changes to visiting arrangements and staff were supporting both people and their relatives during these times.
- People were supported to remain in virtual contact with their family members using electronic devices. Wi-Fi to the building had been enhanced and additional mobile phones had been purchased.
- People were supported to socially distance but to remain socially engaged and to take part in activities which benefitted them.
- Managers met regularly with staff and people in order to support effective communication. People had access to a 'residents forum' which met with managers regularly to discuss any issues arising and listen to people's feedback. Managers gathered feedback from this forum to support their monitoring of the use of PPE.

Further information is in the detailed findings below.

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

We always ask the following five questions of services.

## Is the service safe?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

# The Dean Neurological Centre

## **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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 16 November and was announced.

## Is the service safe?

### Our findings

S5 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.