

Minster Care Management Limited

Grays Court

Inspection report

Church Street
Grays
Essex
RM17 6EG

Tel: 01375376667

Date of inspection visit:
19 January 2022

Date of publication:
17 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Grays Court is a 87 bed residential service located in the town of Grays. The service provides accommodation, personal care and nursing care for older people and people living with dementia. At the time of our inspection there were 75 people using the service.

We found the following examples of good practice.

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. On arrival at the home all visitors had their temperature checked and were requested to provide evidence of a negative Lateral Flow Device test (LFD) taken on the day of the visit. In addition, tests were available to take on the premises before entry.

Prior to entry to the home visiting professionals had to show proof of their identity, a negative LFD taken on the day of the visit and their COVID-19 vaccination status.

The provider kept people's nominated essential care giver and the three named visitors informed of any changes to the home by email and telephone.

The provider had arrangements for visitors to meet with people virtually through video conferencing and physically in visiting areas, including a screened and ventilated area for essential care givers when the home was managing an outbreak.

We observed staff using Personal Protective Equipment (PPE) including gloves, face mask and apron when providing care and when undertaking all duties within the units.

All COVID-19 positive service users were isolated according to Government guidelines.

The provider had an admissions process in place. The provider informed us people had to have undertaken a COVID-19 PCR test 24 to 48 hours prior to being admitted into the service. In addition, on admission the resident performed a LFT and isolated for 14 days.

The provider informed us that all staff had received infection, prevention and control and the management of COVID-19 training.

The provider informed us that all staff undertook weekly COVID-19 PCR tests and three LFDs per week. We were provided evidence that all staff working at the home had received the first two doses of the COVID-19 vaccine and most staff have received the booster vaccine. The provider maintained a comprehensive record of all staff and people's vaccine status and test results.

The provider ensured staff were limited to work on one unit to reduce the risk of cross contamination in the different units within the premises.

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

Grays Court

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 19 January 2020 and was announced. We gave the service approximately 24 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.