

Grange Cottage Limited

Grange Cottage Residential Home

Inspection report

6 Grange Road
Sutton
Surrey
SM2 6RS

Tel: 02086422721

Website: www.grangecottage.wordpress.com

Date of inspection visit:
08 February 2022

Date of publication:
08 March 2022

Ratings

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

Summary of findings

Overall summary

About the service

Grange Cottage Residential Home is a care home providing personal care and support to older people, some of whom were living with dementia. The service is registered to support up to 33 people. At the time of our inspection 28 people were living at the service.

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

The provider assessed people's individual risks and carried out checks of the environment. The provider's health and safety processes had been reviewed and improved. Actions from them included the installation of new window restrictors to prevent people falling from height. Staff received training to keep people safe and the registered manager reviewed a range of health and safety checks.

The home was clean and measures were in place to protect people from the risk and spread of infection. People and staff were vaccinated against COVID-19 and the service's visitors' policy was in line with government guidance.

Why we inspected

The inspection was prompted in part by notification of a specific incident in which a person using the service sustained a serious injury. The incident is subject to an investigation. As a result, this inspection did not examine the circumstances of the incident. The information CQC received about the incident indicated concerns about the management of environmental safety. This inspection examined that risk. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the Safe section of this report.

This was a targeted inspection. We use targeted inspections to follow up on Warning Notices or to check 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. This included checking the provider was meeting COVID-19 vaccination and visiting requirements.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Grange Cottage Residential Home on our website at www.cqc.org.uk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected not rated.

Grange Cottage Residential Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection following a specific incident. As part of this inspection we looked at the infection control and prevention measures in place. This included checking the provider was meeting COVID-19 vaccination requirements. 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 undertaken by one inspector.

Service and service type

Grange Cottage Residential Home 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

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

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. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager and two staff. We checked the window restrictors in 14 rooms across two floors of the care home. We reviewed risk assessments, health and safety audits and staff training records.

After the inspection

After the inspection we reviewed further information sent to us by the provider regarding the safety of the environment.

Is the service safe?

Our findings

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

At our last inspection this key question was rated Requires Improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

Systems and processes to safeguard people from the risk of abuse

- People were protected from abuse and the risk of improper treatment. The provider had safeguarding policies in place and staff received safeguarding training. This meant staff understood the signs that someone may be at risk of abuse and the actions they should take to keep people safe.

Assessing risk, safety monitoring and management

- The provider's health and safety policy had been updated in the days before our inspection and an extensive health and safety audit had been undertaken. Where shortfalls were identified action was taken. For example, the provider had installed new window restrictors throughout the care home. This prevented windows from being open wide enough for people to fit through and mitigated people's risks of falling from height.
- The registered manager was in the process of completing an environmental audit at the time of our inspection. This process was designed to ensure the care home environment was safe.
- Staff received training to keep people safe. This included training in health and safety, fire safety, moving and handling and food safety.
- People's identified risks were assessed, and care records provided staff with guidance on managing people's individual risks
- Where required specialist checks were undertaken by external specialists. For example, fire safety equipment, electrical appliances and equipment to assist people's mobility were checked by contractors.

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.

Visiting in care homes

- The provider was following the latest government guidance to enable people to receive visits from relatives.

Care homes (Vaccinations as Condition of Deployment)

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. We checked to make sure the service was meeting this requirement. We found the service had effective measures in place to make sure this requirement was being met.

The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.