

The Orders Of St. John Care Trust

OSJCT Gregory House

Inspection report

Welby Gardens
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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Gregory House is a residential care home which can provide accommodation and personal care for up to 32 people, some of who may live with dementia or physical illness. At the time of the inspection 16 people were living in the home.

We found the following examples of good practice.

A recent outbreak of COVID- 19 at the service has had a devastating effect on the home. A large number of staff were tested positive and a number of people using the service tragically died during the outbreak. The registered manager and her team were supported by the provider and staff from other services were brought in to ensure people were provided with safe care.

The plans in place to support people had been utilised safely. People who tested positive for COVID- 19 were isolated in line with government guidelines. The protocols in place gave staff clear guidance on how to effectively support people living with dementia who may not be compliant with social distancing and isolation.

Staff who tested positive or had displayed symptoms of COVID- 19 had shielded in line with the government guidance and were symptom free before returning to work. The registered manager told us staff had been offered bereavement counselling as they had been affected by the sudden loss of people who they cared for. One member of staff told us they had found the support helpful.

Information and guidance on COVID- 19 restrictions and infection control measures in place was available and visible for staff, people and visitors. Visitors were required to have their temperature taken and wear personal protective equipment (PPE) before entering the service, following the provider's infection prevention and control procedures.

The registered manager had a clear communication programme in place for people, staff and relatives to keep them updated with issues related to COVID- 19.

Staff received training about good practice for infection prevention and control. This included up to date training on infection control and how to safely put on and remove PPE, and was followed up with regular observation of practice.

The service had sufficient stocks of PPE and were supported by the provider to maintain these stocks. This included masks, gloves, aprons and visors. There were also sufficient stocks of hand sanitiser and cleaning materials.

People who lived at the service and staff underwent regular COVID- 19 testing in line with government guidance. This ensured anyone who had contracted COVID- 19 could be identified in a timely way.

Housekeeping staff maintained enhanced cleaning schedules and the environment was kept clean and hygienic.

People admitted to the service were supported in line with government guidance on managing new admissions during the COVID- 19 pandemic.

People were supported to keep in touch with their relatives and friends through telephone calls and video calls. At the time of the inspection the home was still closed to visitors due to the outbreak. However, a specially adapted room had been used prior to the COVID- 19 outbreak to allow socially distanced face to face visits with relatives. The registered manager told us it would be used again once they were allowed

visitors. This enable people to receive their visitors in a comfortable and safe way.

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

OSJCT Gregory House

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 3 March 2021 and was announced prior to the inspector travelling to the service.

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.