

# Consensus Support Services Limited

# Grovelands Farmhouse

## Inspection report

Tandridge Hill Lane  
Godstone  
Surrey  
RH9 8DD

Tel: 01883744128

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07 September 2021

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## Ratings

Overall rating for this service

Good 

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Grovelands Farmhouse is a care home. The service provides accommodation and personal care for up to nine people. At the time of our inspection there were six people living in the main house and two people accommodated in self-contained adjacent flats.

The provider had implemented measures to reduce the risk of infection. Staff were observed wearing appropriate Personal Protective Equipment (PPE) and they had received ongoing training in its correct use.

The service was clean and hygienic. Additional cleaning schedules had been implemented since the beginning of the pandemic, including the continuous cleaning of high-touch areas such as door handles and switches. Deep cleaning of communal areas, including the use of an antiviral fogging machine had been regularly carried out.

The provider had an infection prevention and control (IPC) policy. Designated staff carried out regular IPC audits to ensure appropriate standards in this area were maintained.

The provider had taken action to minimise risks to people who used the service and staff. Risk assessments had been carried out to identify and mitigate risks, including for people in vulnerable groups.

Staff accessed COVID-19 testing in line with government guidelines. If staff returned positive test results or had COVID-19 symptoms, they did not return to work until they had completed the required period of self-isolation.

If people displayed symptoms or tested positive for COVID-19, staff encouraged them to self-isolate in their bedrooms. Where this was not possible, people were supported to maintain social distance from one another.

During the outbreak, people had been supported to stay in contact with their relatives using the telephone or video calls. At other times, family members had been able to visit people safely in line with the relevant government guidelines.

All visitors to the home were required to wear appropriate PPE and screened before entering the service, which included a Lateral Flow Test and checks on temperature and oxygen levels.

Staff supported people to access the healthcare treatment they required. The registered manager had good links with the local GP service who had provided ongoing clinical advice and support.

Staff had been well supported during the pandemic through the provision of information and guidance, at team meetings and at individual meetings. Staff had been encouraged to speak up about any anxieties or concerns they had.

We found the following examples of good practice:

The home's staffing model ensured people received consistent support and prevented the outbreak in the main building from reaching the people living in the flats.

## 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**

# Grovelands Farmhouse

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control 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 7 September 2021 and was unannounced.

# 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.
- 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.