

Wellburn Care Homes Limited

Glenholme Residential Care Home

Inspection report

4 Park Avenue
Roker
Sunderland
Tyne and Wear
SR6 9PU

Tel: 01915492594

Website: www.wellburncare.co.uk

Date of inspection visit:
03 November 2020

Date of publication:
12 November 2020

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

Glenholme Residential Care Home is a care home that provides accommodation for personal care to a maximum of 40 older people, some of who may live with dementia. Nursing care is not provided.

We found the following examples of good practice.

- The service had access to sufficient personal protective equipment (PPE) to reduce the risk of cross contamination and spread of infection. This included gloves, masks, aprons and visors. Staff had undertaken training and were aware of how to put on and take off PPE appropriately.
- People were supported to be able to see their loved ones safely. Relatives and friends were not permitted to access the home. A pod had been erected in the car park at the front of the building to support service users to be able to maintain contact with those people who were important to them. This helped minimise the impact of the pandemic on people's wellbeing.
- Systems were in place to help prevent people, staff and visitors from spreading and catching the infection. This included the provision of taxi transport so staff did not have to use public transport, a separate entrance for health professionals to access the service safely and staff leaving their uniforms at work so they can be washed, dried and ironed ready for their next shift. This reduced the risk of transmission.
- There were systems in place to ensure infection control audits were carried out each month. The registered manager was unavailable and therefore the deputy manager supported the inspection. The deputy manager spoke positively about the changes the service and organisation had implemented to ensure the safety of service users, staff and visitors during the pandemic.

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 were following safe infection prevention and control practices and procedures to ensure people received safe care and treatment.

Inspected but not rated

Glenholme Residential Care Home

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 3 November 2020 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.

We have also signposted the provider to resources to develop their approach.