

# Glenthorne Care Services Limited

# Glenthorne House

## Inspection report

2 Dover Street  
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Bilston  
WV14 6AL

Tel: 01902491633

Date of inspection visit:  
17 March 2021

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12 April 2021

## 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

Glenthorne House is a residential care home providing accommodation and personal care for up to 27 people. Some of the people at the home were living with dementia. At the time of the inspection there were 25 people living at the home.

We found the following examples of good practice.

- There was a visiting protocol in place. On arrival visitors were asked to complete a short health questionnaire, consent to a lateral flow test (LFT) and their temperatures recorded. The checks will help to ensure visits take place safely in line with current guidance. There was a separate testing area set up for visitors to take their LFT before they were admitted into the home.
- Where possible staff encouraged people to keep a safe distance from each other and there was additional cleaning of touch points in communal areas to mitigate the risk of cross infection.
- New admissions into the home followed government guidance. People were requested to isolate in their bedrooms for 14 days and, on a daily basis, the same staff members were allocated to that person to reduce the risk of cross infection.
- Staff were observed on the day to wear their PPE correctly and in line with government guidance.
- Staff taking breaks were limited to one at a time.
- The service kept in regular contact with family members through social media, phone calls and newsletters. A video had been recorded for new admissions to the home so they could view their bedroom and family members could see where their relative would be staying.
- The home adhered to government guidance when disposing of clinical waste and the management of laundry.

## 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**

# Glenthorne 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 17 March 2021 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home was undergoing renovations and the areas found to require some minor improvements such as worn, wooden hand rails and flooring had already been identified for repair and/or replacement. Two pressure cushions required replacing which was addressed by the service immediately.
- 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.