

Community Integrated Care Glenwood Care Home

Inspection report

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04 December 2020

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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

Glenwood provides nursing care and accommodation for up to 12 adults with a learning disability, mental health needs and complex needs. The service is made up of two separate bungalows with an adjoining corridor and there are six people in each bungalow.

We found the following examples of good practice.

- Relatives told us the communication is excellent. Comments included, "They send us videos' and photographs of [Name] regularly which mean so much", "They call us and we call them all the time and they always keep us updated" and "Communication has been brilliant."
- All visitors were asked to complete a health screening form, have their temperature checked and were provided with personal protective equipment (PPE) to wear throughout their visit. Full PPE was available for all visitors along with access to handwashing facilities and hand sanitiser. Clinical waste bins were available for safe disposal of PPE after use.
- One relative told us they had undertaken a window visit when their relative was very poorly recently. They said they had found this very reassuring.
- We observed staff to be wearing the correct PPE throughout the inspection.
- People and staff were taking part in regular COVID19 testing. Bank staff were included in the testing process.
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. The environment was very clean and hygienic.
- Staff had all received training to meet the requirements of their role and for the management of COVID19. Staff told us they felt confident to support people with a COVID19 positive diagnosis.

We were assured that this service met good infection prevention and control guidelines.

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?

Inspected but not rated

Further information is in the detailed findings below.

Glenwood 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 care homes with outbreaks of coronavirus, 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 4 December 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 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.