

Mrs M Holliday-Welch

Grosvenor Lodge

Inspection report

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10 November 2020

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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

Grosvenor Lodge is a residential care home providing personal care for up to 31 older people some of whom were living with dementia. There were 30 people living at the service during the inspection.

We found the following examples of good practice.

The home was clean and tidy. A housekeeping checklist was followed to ensure all cleaning tasks were consistently completed. This included frequent disinfection of areas which were regularly touched, for example, door handles. Care staff assisted with the cleaning of the home.

The service had increased staffing levels to support with activities in the home and minimise the risk of social isolation. For example, a pamper/grooming session was created so people could wash their hands whilst having a hand massage or a manicure.

There was a separate entrance for staff and for visitors. Hand-washing facilities were outside the home. Visitors had their temperatures taken and completed a questionnaire before entering the home. Personal protective equipment (PPE) was available at both entrances.

An online booking system was in place to arrange both in-person visits and virtual calls. The registered manager had contacted those who did not access the internet to arrange visits. People were also supported to access the community where they could also meet their friends or family. Visits had been temporarily placed on hold due to a second national lockdown.

The provider had purchased bicycles for staff to use as an alternative to public transport to minimise the spread of infection. They also had a private car available to drive staff to work if needed.

Staff were wearing appropriate PPE in-line with government guidelines. Staff had completed infection prevention and control (IPC) training. The registered manager had undertaken additional IPC training to support staff with best practice.

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 procedures to keep people safe.

Inspected but not rated

Grosvenor Lodge

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 10 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.