

Glenthorne Care Services Limited

Glenthorne House

Inspection report

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Bilston
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Tel: 01902491633

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07 February 2022

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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

Glenthorne House is a residential care home providing accommodation and personal care for up to 27 people. At the time of the inspection there were 26 people living at the home.

We found the following examples of good practice.

The provider had systems in place to screen visitors to the home for Covid-19 using a lateral flow test. The registered manager maintained an up to date visiting policy which included a booking system to manage the numbers of visitors at any one time. Video and telephone calls were also used to help people stay in touch with their loved ones. The registered manager ensured people, relatives and staff were informed of procedures and why these were important. Staff used personal protective equipment in line with government guidance and were observed using this correctly. People were able to go out to appointments and visits and were supported to return safely using testing. Admissions to the home were managed safely, in line with government guidance and a deep clean of the room was completed at the end of the isolation period. Touch point cleaning was in place and the home environment had been adapted to support social distancing through movement of furniture. □ The registered manager worked with local agencies to ensure procedures were effective.

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 7 February 2021 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- The providers visiting policy followed government guidance. A risk assessment was in place to ensure safe visiting practice. The policy required visitors to book, wear personal protective equipment and complete testing on arrival to reduce the risks of spreading infection. The guidance from government was reviewed regularly and the policy updated. Where visits were not possible on occasions people were supported to access video calling, phone calls and window visits. The registered manager told us the central point of the visiting policy was compassion, recognising the psychological impact of the pandemic on both people and their relatives.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.