

WT UK Opco 4

Rush Hill Mews

Inspection report

Clarks Way
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Date of inspection visit:
28 January 2022

Date of publication:
21 February 2022

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

Gracewell of Bath is a residential service registered to provide accommodation and personal care for up to 62 people. At the time of our inspection, there were 57 people living in the home.

This service has a dual registration which means there are two registered providers jointly managing the regulated activities at this single location. They are WT UK Opco 4 and Care UK Community Partnerships Ltd. This means the service is subject to one inspection visit however the report is published on our website twice, under each provider.

We found the following examples of good practice:

- The service was clean and fresh, the daily cleaning routines had been reviewed and enhanced during the pandemic, these now included a number of additional tasks, such as cleaning of any regular touchpoint surfaces.
- There were safe arrangements in place for both professionals and people's relatives visiting the service. These included a requirement to present a confirmed negative result of a lateral flow device test (LFD) and a COVID-19 vaccination pass. Visitors were reminded about the requirement to wear the required personal protective equipment (PPE) and ensuring hand hygiene and sanitisation.
- All staff had received training and followed correct infection control and were observed using appropriate PPE.
- The provider ensured people were supported to see their relatives safely and in line with the government guidance. The provider introduced a designated visitors' room that was divided by a screen and had a separate entrance for visitors as an alternative to visiting people in their bedrooms
- The registered manager reported good support from the local health and social care professionals and the provider's head office.

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.

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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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 28 January 2022 and we gave the service 1 days' notice.

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.

Visiting in care homes

The provider ensured people living at the home were able to see their relatives safely and in accordance with the current government guidance. A designated visitors' room was identified as an alternative to visiting people in their bedrooms. Where people chose or required to be visited in their bedroom the registered manager ensured the number of visitors in the building at any given time was not compromising the safety of people.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

