

Mrs Linda Jane Harris

# Abbey Grange Care Home

## Inspection report

18 Glen View Road  
Burnley  
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Tel: 01282453158

Date of inspection visit:  
19 November 2020

Date of publication:  
10 December 2020

## Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
| Is the service safe?            | Inspected but not rated |

# Summary of findings

## Overall summary

Abbey Grange Care Home is a residential care home and at the time of the inspection was providing personal and nursing care to 16 people aged 60 and over. The service can support up to 25 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. These were commonly known as the 'New National Restrictions'. This meant the Covid-19 alert level was very high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

Management, visitors and most staff members were using personal protective equipment (PPE) correctly and there were procedures in place around the use of PPE. There was an instance of where a staff member should have worn additional PPE and we signposted the registered manager to 'best practice' around this issue.

The provider and manager had processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers. We signposted the registered manager to 'best practice' around implementing additional control measures so that it was safe for professionals to visit the home

Where appropriate and consistent with infection control rules, 'socially-distanced' visits had been taking place. At the inspection however, and consistent with enhanced restrictions in the event of infection outbreak, these visits had been restricted and were only allowed in exceptional circumstances. Staff, management, people and their relatives were following the rules that were in place at the time of the inspection. An area of the home was being developed as a visiting room with appropriate protections when guidance and visiting processes allowed additional social visiting in a care home setting.

Visiting rules and process were communicated effectively to people using the service and their relatives. At the time of the inspection, the registered manager and provider were arranging email newsletters to be provided to relatives and friends to further communicate and advise of processes around visiting.

Infection control policy and people's risk assessments had been completed and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19 outbreak in the home. The registered manager insisted people were tested before admission and consistent with local guidance, people were not being admitted to the home at the time of the inspection. This will be reviewed as appropriate and in line with any changes in restrictions. We were satisfied the service, staff, people and visitors were following the rules.

New flooring had been fitted in a large communal area of the home. We noted this was of high quality and a design that would be easy to clean and should assist with the home's infection control measures.

People's mental wellbeing had been promoted by use of social media and electronic tablets so people could contact their relatives and friends. Staff had comprehensive knowledge of good practice guidance and had attended specific training.

There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

Policies and infection control processes were regularly reviewed when guidance changed. A member of staff was the home's 'champion' around changes in guidance and processes and provided guidance to other staff in informal training sessions. The home was clean and hygienic. A designated cleaner was working during the inspection.

All staff had received Covid-19 related supervision and had access to appropriate support to manage their wellbeing should it be required.

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?

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

**Inspected but not rated**

# Abbey Grange 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 19 November 2020 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- 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 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.