

Merling Care Limited

# Glebe House Care Home

## Inspection report

Glebe House  
The Broadway, Laleham  
Staines-upon-thames  
TW18 1SB

Tel: 01784451643

Date of inspection visit:  
24 March 2021

Date of publication:  
14 April 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Glebe House Care Home provides accommodation, nursing and personal care for up to 24 older people, including people living with dementia. There were 22 people living at the home at the time of our inspection.

We found the following examples of good practice.

Arrangements were in place to enable safe visiting from families, friends and healthcare professionals. When visits had not been possible, staff had supported people to keep in touch with their families through telephone and video calls.

Staff had received training in the safe use of personal protective equipment (PPE). The provider had accessed COVID-19 and PPE training for staff delivered by the local clinical commissioning group (CCG). The registered manager carried out observations of staff practice to ensure guidance was followed correctly.

The home was clean and hygienic. Additional cleaning schedules had been implemented and standards of infection prevention and control (IPC) were audited regularly.

People, visitors and staff were tested for COVID-19 in line with government guidance. The provider took appropriate action to protect people from the risk of infection if positive test results were returned.

Staff retention during the pandemic had been good and no agency staff had been used. This meant people received their care from a consistent staff team.

New admissions were managed safely. People planning to move into the home were required to have a recent negative test result for COVID-19 and to self-isolate for 14 days following their admission.

Risk assessments had been carried out for people who may be disproportionately at risk from COVID-19, such as staff in vulnerable groups, and action taken to reduce risks if necessary.

## 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**

# Glebe House 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 24 March 2021 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 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.