

Pearlcare (Kendal) Limited

Gilling Reane Care Home

Inspection report

Gilling Reane
Gillinggate
Kendal
Cumbria
LA9 4JB

Date of inspection visit:
07 January 2022

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10 February 2022

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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

Gilling Reane is a care home providing accommodation and personal care to up to 33 people. There were 28 people living in the home at the time of our inspection. The home mainly provides support for older people and people who are living with dementia or who have mental health needs. The home is a large, period property which has been converted to be used as a care home. Accommodation is arranged over two floors and there is a passenger lift to assist people to access the accommodation on the upper floor.

We found the following examples of good practice.

The home was supporting people who had tested positive for COVID-19 at the time of our inspection. The registered manager had contacted appropriate agencies for advice and support and had followed the guidance they gave.

Staff were trained in infection prevention and control and using Personal Protective Equipment, (PPE), safely.

The provider had ensured sufficient quantities of PPE were available.

The registered manager had arranged for agency staff to be deployed to ensure safe staffing levels were maintained. The agency staff worked with experienced staff employed in the home, who knew people well and could guide the agency staff on how to care for people.

The registered manager had followed government guidance about visiting.

The registered manager had followed best practice around safe admissions when people moved into the home. They had followed guidance regarding suspending any new admissions while the home was in outbreak.

The registered manager followed guidance around COVID-19 testing for staff and people who lived in the home. They had robust systems in place to ensure no one was deployed to work in the home unless they were fully vaccinated from COVID-19 or exempt.

The staff team kept the home clean and hygienic. Frequently touched surfaces were cleaned regularly throughout the day to reduce the risk of infection.

There was a well-established, experienced staff team working in the home. The staff had been responsive to the challenges caused by the outbreak of COVID-19 and worked additional hours and outside of their normal roles, where required, to maintain a safe service for people.

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

Gilling Reane 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 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 January 2022 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.