

Goldenley Healthcare Ltd

Goldenley Care Home

Inspection report

11-13 Richmond Avenue
South Benfleet
Essex
SS7 5HE

Tel: 01268758487

Date of inspection visit:
25 February 2021

Date of publication:
08 March 2021

Ratings

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

Summary of findings

Overall summary

Goldenley Care Home provides accommodation and personal care for up to 41 older people, including people living with dementia. At the time of the inspection 22 people were living in the service.

We found the following examples of good practice.

People were supported to maintain regular contact with friends and family through video and telephone calls. The registered manager sent regular emails and held virtual meetings with relatives to ensure they were kept updated and involved in people's care.

The provider had adapted how activities were delivered to ensure people remained engaged during lockdown. Virtual entertainment was streamed via the TV in the communal lounge and the service had linked in with other local homes to encourage virtual conversations between people living in the services. People who were isolating in their bedrooms were supported with regular activities on a 1:1 basis.

The provider had adapted a room in the service to create an infection prevention and control area for staff and visitors. The room contained COVID-19 testing equipment, personal protective equipment (PPE) and handwashing and sanitising facilities.

The provider had considered the effect of the recent outbreak on the wellbeing of the staff team. Staff were given guidance and information regarding how to look after themselves and where to go for additional support. Staff were encouraged to join regular meetings to talk about how they were feeling, share memories and support one another.

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

Goldenley 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 25 February 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.