

MAPS Properties Limited

Walsham Grange

Inspection report

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Norfolk
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Date of inspection visit:
02 December 2020

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07 January 2021

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

Walsham Grange is a residential care home providing personal care to 33 people aged 65 and over. The service can support up to 75 people. The home is an adapted building set across two floors.

We found the following examples of good practice.

Staff had continued to provide and adapt a diverse range of activities, during the COVID-19 pandemic, which were tailored to the needs to individual people who lived in the service to improve their wellbeing and engagement.

Relatives visiting had been flexible and creative to ensure they could take place. For example, a person who lived in the service could not normally leave their bed was able to go outside using a specialised chair, which was sourced specifically, so they could see their relative.

Staff organised for a person who lived at the service to attend the funeral of their close relative for their wellbeing and help with grief.

A journal had been created for each person which held details of their family, likes, wishes, goals and what activities they took part in. There were photos of the activities. This journal was a record of memories that could be shared.

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?

Further information is in the detailed findings below.

Inspected but not rated

Walsham Grange

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 2 December 2020 and was unannounced.

Is the service safe?

Our findings

S5□ 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 accessing testing for people using the service and staff.

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