

# Consensus Support Services Limited

## Gretton House

### Inspection report

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Date of inspection visit:  
10 November 2020

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30 November 2020

### 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

Gretton House is a residential service which provides care and support to up to 19 adults who are living with Prader-Willi syndrome, a rare and complex genetic condition. There were 16 people living in the service at the time of the inspection.

We found the following examples of good practice.

- Safe arrangements were in place for visitors to the service including health professionals and relatives. This included temperature checks, risk questionnaire, hand sanitisation and wearing a mask. Plans were in place for a more permanent structure outside to facilitate family visits when it became safe to do so.
- Staff had received additional training in infection prevention and control and the use of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser. There were sufficient stocks available and staff were seen to be wearing PPE appropriately.
- A variety of easy read and picture guides helped people understand about COVID-19 and the changes to their lives because of it. For example, guides supported people understand about testing, PPE and social distancing. This assisted in reducing heightened anxieties and keeping people safe.
- People were encouraged to socially distance in the service. A one-way system was in place for going upstairs via one staircase and downstairs via another, and everyone was encouraged to 'keep to the left' when walking around the corridors. Everyone entered the building through one door and exited through another. This all reduced the risk of infection spread.
- Enhanced cleaning schedules were in place including of high touch areas such as handrails, door handles and kitchen appliances. Domestic staff took responsibility for different zones and support staff also participated in some cleaning duties.
- The service did not use any agency workers and permanent staff did not work in any other care setting. This reduced the risk of infection spread between care services. Staff worked in four separate core teams which also reduced the risk of cross infection within the staff team.
- The contingency plan was a practical working document which was regularly updated when anything changed. This meant the service were well-placed to deal with any emergency as they had robust and well thought out back up plans in place.

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?

### Inspected but not rated

No ratings were awarded following this inspection. This was a thematic review seeking to identify examples of good practice in infection prevention and control.

# Gretton House

## **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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 10 November 2020 and was announced.

## 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 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.