

Croftwood Care UK Limited

Gleavewood Residential Care Home

Inspection report

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18 January 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

Gleavewood Residential Care Home is a residential care home providing personal and nursing care to 32 older people at the time of the inspection. The service is a purpose-built two-storey building in a residential area of Weaverham, Cheshire. It is close to shops and public transport and can support up to 32 people with different health and care needs, including people living with dementia.

We found the following examples of good practice.

There were policies and procedures in place to manage risks associated with the COVID-19 pandemic which were regularly reviewed and updated. These included the management of people with a COVID-19 positive diagnosis, staffing, visitors and PPE.

People living in the home and their family were supported to maintain contact. This included designated essential carers. Residents had a contact and visitors plan in place. Visiting was by appointment only. In the event of COVID-19 visit restrictions people were supported to maintain contact by the telephone and video calls.

The home had good supplies of Personal Protective Equipment (PPE) for staff and visitors to use. Hand sanitiser and PPE was readily available throughout the service. Staff had received updated training on the use of PPE, and we observed staff wearing it correctly during our inspection. Clear signage and information were in place throughout the home to remind staff and visitors of their responsibilities.

A programme of regular COVID-19 testing for both people in the home, staff, essential carers and visitors to the home was implemented. All visitors, including visiting professionals were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the home was allowed. Agency staff used were subject to the same testing and vaccination programme as the home staff. This was checked prior to entry to the home and working; however, this was not always fully documented.

The home appeared clean and hygienic throughout. Daily cleaning schedules were implemented by housekeepers. These have been reviewed and enhanced. All staff were involved in undertaking extra cleaning throughout the day and night.

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

Gleavewood Residential 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 18 January 2022 and was announced.

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 using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff. Vaccination status and test result records were documented for home staff and visitors. However, records of vaccination status and testing results for agency staff working at the home should be fully documented.
- 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.
- We were somewhat assured that the provider was admitting people safely to the service. Isolation periods and regular testing during isolation after admission should be reviewed to ensure they follow the national guidelines.

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