

HC-One No.1 Limited

# Grosvenor Park Care Home

## Inspection report

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East Sussex  
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Tel: 01424213535

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21 March 2022

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Grosvenor Park Care Home is a nursing home that provides personal and nursing care for up to 57 older people. At the time of the inspection there were 48 people living at the service.

We found the following examples of good practice.

People received visits from their loved ones. When the service had been in outbreak, people continued to receive visits from their essential care givers. Where people's relatives and friends were unable to visit, staff supported people to use phone and video calls to keep in touch. Visitors were asked to complete a lateral flow test (LFD) before coming into the home and were asked to wear a face mask. Visitors had been kept up to date with changes in visitor guidance throughout the pandemic through phone calls. Staff kept people and visitors informed of all positive news through their monthly newsletter.

There was enough space in communal areas of the home for people to socially distance from one another. People living at the home were able to understand the need for social distancing and the need to isolate if they were symptomatic or had tested positive for COVID-19. People were supported to go out when they chose. Staff provided people with small hand sanitiser gels and face masks to use outside the home. Staff had individual conversations with people when government guidance changed in a way that would affect them. Where people hadn't felt comfortable to go out shopping as they normally would, staff went to shops for people.

Throughout the pandemic, staff had a plan to follow in the event of an outbreak of COVID-19. This involved zoning the home into floors. Where a floor had people who had tested positive, staff were allocated to work on this floor throughout the outbreak and did not mix with others in the home.

Staff had worked hard throughout the pandemic to keep people's spirits up. There was a broad selection of activities throughout the day for people to get involved with such as pamper days, arts and crafts, quizzes and movement classes. External entertainers had started coming back into the home.

There were clear processes in place to admit people to the home safely. Staff had worked with people to create welcome bags for people who had recently moved into the home. These bags had been decorated by people and held a selection of toiletries. People living at the home then gave these bags to people once they moved in to introduce themselves and say hello. Where people had needed to self-isolate on arrival at the home, activity staff spent time with people in their rooms.

Staff were wearing personal protective equipment (PPE) in line with government guidance. Staff wore face masks throughout the home, and used gloves and aprons when supporting people with personal care. There were PPE stations at regular intervals in the home and staff had been trained in how to safely put on and take off PPE. Staff also had yearly competency checks where the infection prevention and control lead assessed staff's understanding of the correct processes and procedures for ensuring effective infection

prevention and control.

## 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**

# Grosvenor Park 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 21 March 2022 and was announced. We gave the service 48 hours notice of the inspection.

# 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. During our inspection, the home was undergoing an extensive refurbishment in multiple areas of the home. Where this work was being carried out, it was difficult for these areas to be kept clean at all times. Changes were also planned for the laundry room to ensure infection control could be maintained easier. All other areas of the home were clean and hygienic. Staff recorded cleaning of high touch areas throughout the day as well as deep cleans on people's rooms.

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

- 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 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.

### Visiting in care homes

People were being supported to have visitors from their friends and family in line with government guidance.