

Macleod Pinsent Care Homes Ltd

# Gracelands

## Inspection report

42-48 Richmond Avenue  
Bognor Regis  
West Sussex  
PO21 2YE

Tel: 01243867707  
Website: [www.mpch.co.uk](http://www.mpch.co.uk)

Date of inspection visit:  
09 September 2021

Date of publication:  
27 October 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Gracelands is situated in West Sussex and is one of three homes operated by Macleod Pinsent Care Homes Ltd. It is a residential 'care home' providing care and support for up to 31 older people living with dementia and a range of health care needs. At the time of the inspection there were 17 people living in the care home.

We found the following examples of good practice.

The home was open to essential visitors only such as health and social care professionals, and maintenance staff. At the time of the inspection the home was closed for admissions in line with government guidance, due to an outbreak of COVID-19. Relatives visiting people receiving end of life care were able to see their loved ones. Visitors were required to undertake lateral flow device tests (LFD) and receive a negative result before being allowed into the home. Temperature checks were completed and personal protective equipment (PPE) was provided to enable safe visiting. When the home became routinely open for visits, a room was dedicated for people to receive their relatives and friends, or they could meet outside in the garden.

The majority of people were isolating in their bedrooms, but some people chose to sit in the communal lounge. Staff encouraged people to socially distance from each other and the lounge was large enough to accommodate this practice.

We observed a staff member administering medicines to people in their bedrooms during the morning. Between visiting each person's bedroom, the staff member washed and sanitised their hands and changed gloves. Staff had access to PPE and changed this after providing people with personal care. All staff had been trained in the donning and doffing of PPE and in infection prevention and control.

Housekeeping staff were on duty for most of the day and the home was generally clean. Additional staff were deployed to undertake further cleaning when the housekeeping staff were not available later in the day or at night.

People and staff had access to regular testing. The majority of people and all staff had been double vaccinated against the risk of contracting COVID-19.

## 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**

# Gracelands

## **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 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 9 September 2021 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 under normal circumstances.
- We were somewhat assured that the provider was using PPE effectively and safely. Bins for disposal were not always foot-operated and we saw some PPE had been disposed of in an open bin in the lounge area. A full bag of clinical waste was left in the sluice room, and the door was propped open. Staff had access to PPE and used this in line with current guidance.
- We were not assured that the provider was accessing testing for people using the service and staff. People and staff did have access regular testing in line with current guidance. However, one member of staff continued to work on shift after they felt unwell, and did not complete an LFD test. They later tested positive for COVID-19. The manager had no system to check that staff were receiving negative results having completed their LFD tests and subsequently supporting people at the home. The majority of people were willing to be tested, but were not due to be re-tested for 90 days, because of the outbreak of COVID-19 at the home.
- We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home looked clean and hygienic. However, due to the general poor maintenance of the premises, some parts of the home were difficult to clean thoroughly. For example, a toilet on the first floor had a split in the flooring and the floor beneath felt unsteady. Some parts of the home were in a poor state of repair so could not be cleaned to a high standard. Room numbers on people's bedroom doors were confusing or in some instances, not present. People's names were not always displayed on their doors, so agency staff might not know who was who. For example, at the time of the inspection, one person had moved rooms the day before, but the previous occupant's name was still on the bedroom door. Whether people had tested negative or positive was shown on a whiteboard in the manager's office. There were no dates on display of when a person started their period of isolation or the date this would finish.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. An IPC inspection had been completed in June 2021 and the service was rated Good at that time. Audits and policies relating to infection prevention and control were present. The home is currently being

supported by the local medical practice, and health and social care professionals due to concerns raised about practices at the home and the outbreak of COVID-19. Some improvements have been made following recommendations; the home continues to be monitored by the local authority and CQC with regard to infection prevention and control practices.

- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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

After the inspection, we spoke with the manager about the issues at inspection reported above.

They informed us that the bins previously used for the disposal of PPE had been replaced with foot-operated bins to minimise the risk of transmission of infection.

The manager has been undertaking random checks when staff complete their LFD tests, to ensure negative results have been received before staff have full access to the home and people they support. A letter would be shared with staff which they would sign to confirm when they had completed twice-weekly LFD tests and received a negative result.

A full-time person to undertake maintenance tasks had been recently recruited and would be rectifying the concerns with regard to areas of the home which were in a poor state of repair.

Temporary laminated notices had been affixed to bedroom doors and these showed a photo of the occupant, their name, and the room number. The manager had purchased sets of numbers to be secured permanently to bedroom doors.

The local authority's Care and Business Support Team were in contact with the home and would be providing ongoing support and advice on concerns and issues raised by health and social care professionals.