

Abbeyfield Newcastle Upon Tyne Society  
Limited(The)

# Abbeyfield Residential Care Home - The Grove

## Inspection report

40A The Grove  
Gosforth  
Newcastle Upon Tyne  
Tyne and Wear  
NE3 1NH

Tel: 01912852211

Date of inspection visit:  
21 June 2021  
30 July 2021

Date of publication:  
15 September 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Abbeyfield Residential Care Home – The Grove is a residential care home providing personal and nursing care to 26 people aged 65 and over at the time of the inspection. The service can support up to 32 people.

### People's experience of using this service and what we found

This was a targeted inspection to review action we asked the provider to take relating to infection prevention and control. This was the only area we reviewed within the safe domain.

Based on our findings from the inspection we were not fully assured that all areas relating to the oversight of infection prevention and control had been addressed. We were assured that staff were now following government guidance in relation to COVID-19 and were keeping people safe.

Quality and assurance systems in place did not allow for effective monitoring of infection prevention and control processes in place. Records did not provide assurances that the registered manager or provider were monitoring these.

People could attend visits with their relatives in designated visiting rooms. Risk assessments were in place for people, relatives and staff around COVID-19 to help reduce the risk of infection.

Staff and people accessed regular testing for COVID-19. Visitor processes in place allowed for testing in a safe area separate to the main areas of the home. Government guidance relating to infection prevention and control was being followed by the registered manager and staff. Isolation guidance was being followed to reduce the risk of cross infection of COVID-19.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection and update: The last rating for this service was requires improvement (published 23 July 2021) and there were multiple breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this targeted inspection enough improvement had not been made/sustained relating to infection prevention and control and the provider was still in breach of regulations.

### Why we inspected

We undertook this targeted inspection to check whether the conditions we imposed on the provider's registration in Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns.

They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively

#### Follow up

We have requested further information from the provider to understand what they will do to improve the standards of assurances in relation to quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Abbeyfield Residential Care Home - The Grove

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the conditions imposed on their registration in relation to Regulation 12, Safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by two inspectors.

#### Service and service type

Abbeyfield Residential Care Home – The Grove is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed the information we held about the service including information submitted to CQC by the provider about serious injuries or events. The provider was not asked to complete a provider information

return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We sought feedback from the local authority contracts monitoring and safeguarding adults' teams and reviewed the information they provided. We used all of this information to plan our inspection.

During the inspection

We carried out a tour of the home to check that infection prevention and control processes were being followed by staff. We spoke to the registered manager and one care worker during our visit.

We reviewed a range of records. This included processes relating to visitor screening assessments and testing arrangements for staff and visitors.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality assurance records relating to infection prevention and control.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as required improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the conditions imposed on their registration in relation to infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- People were safe from the risk of infection as staff were adhering to government guidelines and following the provider's processes but there was no clear oversight or checks in place to monitor this.
- The provider had failed to improve the quality and assurances systems in place since our last inspection relating to infection prevention and control. We have asked the provider to tell us what action they intend to take following this inspection.
- 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 the provider was facilitating visits for people living in the home in accordance with the current guidance.