

New Care West Bridgford (OPCO) Limited

The Grand

Inspection report

Greythorn Drive
West Bridgford
Nottingham
Nottinghamshire
NG2 7GG

Tel: 01158967712
Website: www.newcarehomes.com

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31 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

The Grand is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. On the day of our inspection, 67 people were using the service.

We found the following examples of good practice.

- Safe arrangements were in place for visitors. This included confirmation of a negative lateral flow test, temperature checks, and the use of personal protective equipment (PPE). The home used an innovative IT system for checking in visitors.
- There were adequate supplies of personal protective equipment (PPE) throughout the home. Risk assessments were in place for residents where the use of PPE, other than masks, was not appropriate. Staff were seen appropriately using PPE.
- There were arrangements to admit people safely to the home. This included testing and isolation in line with guidance. Arrangements were in place to undertake individual risk assessments in the event of a new admission.
- People were supported to understand and comply with visiting and social restrictions in line with all best practice guidance and this was communicated and updated as needed.
- The provider followed relevant COVID-19 testing guidance. This included staff testing requirements as well guidance on testing for people using the service and visitors.
- Maintaining the mental health of people and staff was a priority with proactive support from the service to encourage people's well-being.
- There were clear cleaning schedules in place which included the frequency of cleaning high touch areas.
- The home had an up to date infection control policy and carried out regular infection control audits.
- Staff were trained and knew how to immediately instigate full infection control measures to care for a person who developed symptoms, who tests positive or who has been exposed to the virus to avoid the virus spreading to other people and staff.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Please see detailed findings section.

Inspected but not rated

The Grand

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 31 January 2022 and was announced. We gave the service short notice of the inspection.

Is the service safe?

Our findings

Staffing

- We were assured the provider 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 admitting people safely to the service.
- 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 the provider was facilitating visits for people living in the home in accordance with the current guidance.
- We were assured that the provider's infection prevention and control policy was up to date and implemented effectively to prevent and control infection. Infection control audits were regularly carried out.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.

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.