

Angel Healthcare Limited

# Glenmuir House Residential Care Home

## Inspection report

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## Ratings

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

# Summary of findings

## Overall summary

### About the service

Glenmuir House Residential Care Home provides accommodation and personal care for up to 20 older people with increasing physical frailty, diabetes, strokes and those approaching end of life. There were also people who were living with dementia. There were 15 people living at the home care at the time of the inspection.

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

We found the following examples of good practice.

People were supported by staff to have visits from their friends and family in various ways throughout the pandemic. When face to face visits had not been possible, people had had window/door visits and visits in the garden. The garden was able to be accessed through a separate entrance. People receiving end of life support were able to have visitors throughout the pandemic.

People also used phone and video calls to keep in touch with their loved ones. The staff have a booking system to ensure people received their visitors safely. All people had a COVID-19 visitor risk assessment in place that was reviewed regularly. Staff provided people and their relatives with updates to keep them informed of what's happening at the home and any changes to visiting.

People's mental health and well being was monitored and staff devised ways of celebrating with people and families whilst following government guidance about keeping people safe.

People were supported to go out safely and were encouraged to wear a mask and wash their hands when they returned to the home. The layout of the home meant that in the event of an outbreak, people could be supported to safely isolate in small zones around their bedrooms.

The home was clean and hygienic. Cleaning schedules showed how staff had included high traffic contact areas to ensure thorough cleaning. Personal protective equipment (PPE) stations had been placed throughout the home for staff to access easily.

Staff had received specific COVID-19 training from the provider, and this included guidance for staff about how to put on and take off PPE safely. Updates and refresher training took place to ensure all staff followed the latest good practice guidance. They were seen to be following correct infection prevention and control practices (IPC). Hand sanitiser was readily available throughout the home.

Regular testing for people and staff was taking place. All staff have a weekly PCR and three lateral flow device test (LFD) weekly.

The premises has a variety of communal rooms and people who chose to visit the dining areas or communal areas were supported by staff to maintain social distancing. For example, chairs and tables had been arranged to allow more space between people.

## 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**

# Glenmuir House 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 2 February 2022 and was unannounced.

# 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 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. However we discussed that some décor issues could impact on effective cleaning of surfaces.
- 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.