

Glengariff Company Limited

# Glengariff Residential Home

## Inspection report

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03 March 2021

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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

Glengariff is a residential care home which provides accommodation and personal care for up to 55 people aged 65 and over. There were 37 people using the service at the time of the inspection.

We found the following examples of good practice.

At the time of our visit the service was at the end of an outbreak of Covid-19 infection. The service was working closely with the local authority, Public Health England and the Clinical Commissioning Group (CCG) infection control team to ensure their infection prevention practice was safe and people's needs were met. There was adequate access and take up of testing for staff and people using the service.

National guidance was being followed on the use of personal protective equipment (PPE). There was clear signage on the correct use PPE and handwashing techniques. There was a plentiful supply of PPE and staff had received training in infection prevention and control.

Screening measures and visiting arrangements were in place to protect people from the spread of infection. A testing hub was set up and accessed from the car park where temperature and rapid lateral flow Covid-19 tests were taken prior to entering the premises. Visiting was pre-arranged.

Arrangements were in place for relatives to visit people and be with them at the end stage of their life. For others a glass pod with telephone intercoms had been purpose built within the smaller lounge accessed by visitors from the back of the building. The pod enabled a named visitor to have communication and a safe view of life inside the home. Alternative arrangements to visiting in person included video or telephone calls and weekly updates from the manager.

During the outbreak, isolation zones were implemented effectively using the third floor and a ground floor wing with dedicated staff. This enabled the outbreak of Covid-19 to be contained and prevent it from spreading throughout the service.

Clear procedures were in place from point of entry for admissions or return to service from hospital. People were not admitted without a negative test for Covid-19 and they are isolated for 14 days.

Staff wellbeing had been supported by home manager. For example, the introduction of a drop-in 'good to talk time' for staff with tea and cake to talk about anything other than work. Positive outcomes for some staff have arisen from the sessions. Feedback from staff found this very helpful and a decision has been made for it to continue.

## 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**

# Glengariff Residential 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 March 2021 and was unannounced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- 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 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.