

# Vitality Care Homes (Norwood) Limited

# Norwood Grange Care Home

## Inspection report

Longley Lane  
Sheffield  
South Yorkshire  
S5 7JD

Tel: 01142431039

Date of inspection visit:  
10 November 2020

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01 December 2020

## 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

Norwood Grange Care Home is purpose built to provide accommodation and care for up to 35 people. The home provides care for people living with dementia and mental health needs. At the time of the inspection 27 people were using the service.

We found the following examples of good practice.

The service was accessing the government testing scheme which had assisted them to identify an outbreak quickly. The service was working with the local authority IPC team and other health professionals in managing the outbreak. As many people were isolating in their rooms at the time of our visit, staff carried out regular wellbeing checks on people, providing an opportunity for them to discuss how they were feeling and to offer support.

Cleaning schedules had expanded to address more at-risk areas of the building. For example, high contact areas such as door handles and light switches were regularly cleaned throughout the day. Staff were trained on how to keep people safe from the risk of infection and use PPE correctly. Through observation and discussions with staff, it was clear training was well embedded.

The service had good engagement practices with people who lived at the home and family. They kept everyone up to date with guidance nationally as well as involving them in changes happening at the home. The service had begun utilising technology to encourage people to stay in contact with family and friends.

Further information is in the detailed findings below.

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

We always ask the following five questions of services.

### Is the service safe?

No rating was awarded following this inspection. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

**Inspected but not rated**

# Norwood Grange 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 care homes with outbreaks of coronavirus, 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 10 November 2020 and was announced.

# 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 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 that the provider's infection prevention and control policy was up to date.