

Anchor Carehomes Limited

Upton Grange

Inspection report

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16 October 2020

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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

Upton Grange provides accommodation and personal care for up to 52 older people and people living with dementia. Accommodation is in single rooms with en-suite facilities. Communal facilities include bathrooms, lounges, dining rooms and an accessible garden area.

We found the following examples of good practice.

Managers worked effectively with other staff to ensure they followed correct infection prevention and control (IPC) procedures and were provided with current IPC guidance. Staff completed IPC training. Regular competency checks were carried out to ensure they followed correct procedures and knew how to keep people safe during the COVID-19 pandemic.

Well stocked and clearly signed personal protective equipment (PPE) stations were located around the service. Staff were observed using correct PPE equipment when carrying out their duties. People told us staff always wore the correct PPE and they felt safe whilst living at Upton Grange. Staff were observed social distancing whilst supporting people.

Risk assessments related to COVID-19 were in place and regularly monitored; this included risks related to the health and wellbeing of both people and staff. A structured plan was in place to ensure people were admitted to service safely and measures in place to prevent the spread of infection.

Staff told us they felt safe at work and well supported by the registered manager and senior staff. Staff were provided with details of appropriate services should they wish to access independent support with their wellbeing.

People were supported with their wellbeing through regular one-to-one contact with staff and support to contact family and friends. The provider had recently implemented a 'Relative's App' to allow people and family to exchange messages, videos and pictures whenever they wished to. Safe measures were in place to facilitate family visitors in exceptional circumstances and in the event that regular visiting could resume.

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?

Inspected but not rated.

Inspected but not rated

Upton Grange

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 16 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5□ 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.