

Sathya Care Ltd

Grafton Lodge

Inspection report

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22 December 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Grafton Lodge is a care home providing accommodation with personal care to up to 22 people. People living at the service had a range of needs including living with dementia, mental health needs and / or long-term health conditions. At the time of the inspection 16 people were living at the service.

We found the following examples of good practice.

The service was clean, and the domestic cleaners carried out deep cleaning in communal areas.

The service had enough personal protective equipment (PPE) to meet current and future demand. Staff were using PPE correctly and in line with current guidance.

Staff kept in good contact with relatives to keep them up to date.

Although there were areas of good practice, we found shortfalls in the provider's infection prevention and control. We found issues around the disposal of hazardous waste, the provider's auditing of prevention and staff practice, and cleaning of high touch areas within the service. We sought assurance from the provider that they were taking action in all these areas. We received assurance and evidence on the day of inspection and shortly afterwards.

Further information is in the detailed findings below.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively. We have found evidence that the provider needs to make some improvement. We have asked them to make the necessary improvements and they have given their assurance. We will check the improvements have been made at our next planned inspection.

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

Grafton Lodge

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 23 December 2020 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were not assured that the provider was using PPE effectively and safely.

Although staff were wearing full and appropriate PPE that met current guidance, their discarded PPE was not always suitably disposed of. Yellow bags used to dispose of hazardous waste were left open on people's bedrooms floors. This included rooms where two people were sharing. This meant people were exposed to a greater risk of infection. The provider told us they had ordered new bins for every room during the inspection. Following the inspection, the provider confirmed new bins had been received and were now in use.

- We were not assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

The provider had not been completing regular audits of infection control measures until 2 December 2020. Their next audit, on 22 December 2020 identified the same actions were needed to make improvements as on 2 December 2020. These included some of the areas we found needed to improve during our inspection. When we spoke to the provider, they had identified this and said they had started to address the outstanding areas. They provided evidence after the inspection a further audit had been undertaken by the provider and the outstanding actions had been completed.

- We were somewhat assured that the provider was meeting shielding and social distancing rules.

Staff were aware of the need to ensure people remained socially distanced to prevent the spread of infection, this was not always possible due to some people's care needs. Some people also shared a room which increased the risk of infection. Not all preventative measures were in place to support people to isolate safely when sharing a room. However, the provider gave assurance and provided evidence of measures taken after the inspection.

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Domestic staff kept the service clean and the service was pleasantly clean during the inspection. However, a process was not always followed to ensure high touch areas such as light switches, door handles and banister rails were cleaned regularly when domestics were not on shift. The provider updated their cleaning schedules for staff to follow after the inspection. The provider gave us their assurance and provided evidence after the inspection that staff were now completing the new schedules to evidence the cleaning of these areas.

- We were not assured that the provider was preventing visitors from catching and spreading infections due to the shortfalls we identified during the inspection.

- 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's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.