

Grey's Residential Homes Ltd

Greys Residential Home

Inspection report

Hook Heath Road
Woking
Surrey
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Date of inspection visit:
25 February 2021

Date of publication:
05 March 2021

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

Greys Residential Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The home provides accommodation for up to 24 older people some of whom may have dementia. It is located in the Woking area of Surrey.

We found the following examples of good practice.

The registered manager and staffing team had been proactive in encouraging and supporting people to engage in an array of different activities throughout the pandemic. As people were unable to access a vast amount of community services due to government restrictions the staffing team made sure people did not become lonely or isolated during this time. A COVID-19 scrapbook had been developed to show what people had been taking part in.

The staffing team knew their people well and had a clear knowledge of what to do if they suspected anyone was not feeling well. The close built relationships between staff and residents enabled any potential signs of a COVID-19 infection could be highlighted quickly and appropriately actioned in line with government guidance.

The provider had completed robust risk assessments during the COVID-19 pandemic to keep people, staff and relatives safe. Risk assessments had been completed for individual people and staff to highlight anyone who may be at high risk to the virus. The provider had also completed risk assessments around the use and display of hand sanitiser to ensure no one living at the home would be put at risk.

A safe and robust system around testing had been developed within the home. Staff were able to complete a lateral flow test prior to starting each shift to ensure they were safe to enter the building. There was a clear process with guidance for staff around the testing procedure for residents to ensure all tests were completed where consent had been provided and results acted on in a timely manner.

The provider had worked closely with healthcare professionals to ensure a safe and quick delivery of the vaccine had been achieved. All residents who were able to have the vaccine had it provided with anyone not eligible receiving it on another organised visit to the home.

The home was kept clean and tidy in all areas. The provider had a cleaning rota in place which was checked daily and audited to check for any improvements. The cleaning process included any high touch point areas and the home is sanitised three times a day.

The provider was preparing for the visiting process at the home to continue following a recent government announcement. A safe and sterile visiting area had been established previously at the home and this would be used to restart visits. The provider told us, all visitors to the home would be required to go through a

robust visiting policy which involves temperatures being taken, lateral flow test, health declaration and full PPE provided.

Further information is in the 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?

Further information is in the detailed findings below.

Inspected but not rated

Greys 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 25 February 2021 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 had appropriate procedures in place for 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.