

Unity Homes Limited

Castle Grange

Inspection report

9 Haymans Green
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Liverpool
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Date of inspection visit:
11 January 2022

Date of publication:
25 January 2022

Ratings

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

Summary of findings

Overall summary

Castle Grange is located in the West Derby area of Liverpool where it has forty bedrooms dedicated to the long-term needs of older people, while also running a respite service.

We found the following examples of good practice.

We observed staff undertaking activities with people in their rooms to preserve separation as much as possible but maintain communication and activity at the same time. We were told that staff had been loyal and committed throughout the pandemic and the provider recognised the good care that was being provided by their staff, of whom they were very proud.

Relatives were able to spend time seeing and speaking with loved ones in various ways. There was a visitor's pod outside the home so visiting could occur without people entering the building. However, some residents and staff had tested positive for Covid19 and the service, after discussion with residents and their families, had agreed a two week visit ban for the safety of everyone concerned. We signposted the service to the most recent Department of Health guidance updated 30 December 2021, which states that visiting should still be safely facilitated for those residents who were not Covid positive and were advised that the ban would be revisited.

All the staff and residents had been vaccinated and had received their boosters. COVID-19 testing was undertaken twice weekly by all staff and lateral flow testing was required before each shift. Staff were incentivised to cover, and the use of agency staff was kept to a minimum. A licence to employ overseas workers had been granted to the provider.

Stocks of the right standard of personal protective equipment (PPE) were well-maintained and staff used and disposed of it correctly. Staff had been trained in infection control practices.

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

Castle 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 11 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were somewhat assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.