

Gracewell Healthcare Limited

Gracewell of Church Crookham

Inspection report

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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

Gracewell of Church Crookham is a care home. It is registered to provide accommodation with nursing and personal care for up to 60 people who might be living with dementia, a physical disability or sensory impairment. Gracewell of Church Crookham is a purpose-built home with accommodation on two floors. At the time of our visit there were 35 people living in the home.

- The provider had arranged for people to have visitors safely. There had been temporary shelters in the garden during the summer, window visits for people who could not leave the building, and video conferences for families who could not visit physically. The provider had re-purposed two vacant rooms on the ground floor for visits where window visits or garden visits were not possible. These rooms had direct access through french windows, provision for visitors to wear appropriate PPE, and screens to protect people from infection via droplets. Arrangements for safe visiting were tailored to the individual needs of people and their families.
- There were arrangements in place to prevent visitors spreading COVID-19. The provider had a questionnaire for visitors on entry to eliminate the most common risks of carrying the infection. Staff helped visitors to don appropriate PPE, sanitise their shoes and wash their hands. If visitors were already wearing PPE, they were invited to change it for new items to reduce the risk of carrying the virus from outside the home.
- The provider had acted to make sure new standards of hygiene and cleanliness could be maintained. They had sourced new cleaning products, and developed and updated staff guidance and audit checklists to meet the new requirements. The home had "fumigation" equipment to clean rooms by spraying a mist of disinfectant on surfaces. They also had a contract with an external supplier to fumigate the wider home periodically. There was appropriate equipment, protective clothing, and signage to make sure this was done safely.
- The provider had made effective use of unoccupied rooms as PPE donning and doffing stations, and changing facilities for staff arriving and leaving. They were using emergency exits near to the changing rooms as temporary entrance and exit points for staff. This made it easier for staff and others to keep an appropriate distance from each other when coming into or leaving the building.
- In addition to routine and regular testing of staff and people living at the home, the provider had sourced rapid results "lateral flow" tests. These were used when an urgent test was needed, for instance to speed up the admission of a new resident or to allow a family member to visit at short notice where this would support the wellbeing of the family member or person using the service.
- Changes to how unoccupied rooms were used took into account any possible future need to divide the home into zones to manage or contain an outbreak of COVID-19. For instance, each zone would have its own staff PPE room in the event the provider needed to isolate people with COVID-19 from those who tested negative.
- The provider's policies and procedures for infection prevention and control were detailed, thorough and up to date. They took into account recent guidance and provided a sound basis for the provider to prepare for winter pressures, including increased rates of infection in the community.

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?

We were assured the service was following safe infection prevention and control procedures.

Inspected but not rated

Gracewell of Church Crookham

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 17 November 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.