

Gracewell Healthcare Limited

# Gracewell of Woking

## 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 Woking is a nursing home providing personal and nursing care to up to 60 older people living with various health and physical support needs, some of whom also live with dementia. At the time of the inspection 58 people lived and received care in the home.

We found the following examples of good practice.

People had received support around their social and emotional wellbeing throughout the pandemic. People told us they had enjoyed a range of activities they liked when the national restrictions had been in place and could talk to their loved ones via phone or video call. People were supported to meet with visitors in a COVID-19 secure way. The provider ensured people could see their loved ones, enjoy low risks visits out of the home and have a nominated essential care giver to support them. The registered manager discussed people's options and safety with them and their families and completed relevant risk assessments.

The registered manager regularly reviewed COVID-19 safety measures with their team. The head of housekeeping monitored day to day cleaning and there were robust plans in place for this. The home was clean and personal protective equipment (PPE) as well as handwashing facilities and hand sanitiser were easily available for staff and visitors. The home environment and systems of work were reviewed in line with the national guidance for the COVID-19 pandemic. For example, staff facilities were reorganised to reduce risk from COVID-19 and there were clear outbreak management plans in place.

Staff received a range of COVID-19 specific training around the disease itself, as well as infection prevention and control (IPC) and PPE use and told us they felt supported by the management and safe when at work. Staff were required to regularly test for COVID-19 as per the national testing programme for care homes and were supported to access COVID-19 vaccinations. This included agency staff who worked exclusively in the home to support the team.

Staff reviewed people's clinical needs and how COVID-19 affected their health and wellbeing and took a range of positive actions to address any lessons learned from the pandemic. This included plans of how any outstanding health needs would be met, for example around routine medical care disrupted by the pandemic or changes to nutritional needs caused by the COVID-19 infection. People's families were also involved to support people around their wellbeing with actions being identified for how the staff team would work with the essential care givers to support people's emotional and physical health in a COVID-19 safe way.

## 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**

# Gracewell of Woking

## **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 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 August 2021 and was announced.

# 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 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 assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- We were somewhat assured that the provider was using PPE effectively and safely. We observed a few staff had ill-fitting face masks during our inspection. All staff in contact with people living in the home had their face masks appropriately fitted, wore other PPE when required and were well-aware of the importance of appropriate handwashing. As staff told us they were not sure how to fit their masks, we raised this with the registered manager who immediately acted to further support their practice. The fitting of the face mask was added to the already existing staff PPE competency assessment. Staff were reminded how to fit the mask during handover and individually supported to find a model which was fitting them well. Senior staff implemented additional monitoring to ensure staff wore face masks correctly. We have also signposted the provider to resources to develop their approach.