

WCS Care Group Limited

# Attleborough Grange

## Inspection report

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24 August 2020

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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

Attleborough Grange is a care home which provides accommodation and personal care for up to 32 older people, younger adults, people living with dementia, people with physical disabilities and people with sensory impairments. At the time of our visit 30 people lived at the home.

We found the following examples of good practice.

- Information to help people understand the pandemic had been created in a variety of formats including large text supported by pictures.
- Staff uniforms were laundered at the home. Staff changed their clothing and footwear when they arrived and left the home to prevent the transmission of infection.
- Managers made weekly telephone calls to people's relatives to keep them up to date on their relative's wellbeing.
- People were encouraged to participate in a variety of socially distanced activities including bingo. People had also been provided with activity packs which included puzzle games to occupy their time during the pandemic.
- On arrival visitors completed a Covid -19 risk assessment. Their temperature was recorded, and they were provided with personal protective equipment including disposable gloves, apron and masks to protect people.
- Wellbeing sessions had been held with staff. This included signposting staff to a confidential helpline for advice during the pandemic.
- Staff had been provided with 'wellbeing packs' which contained personal protective equipment to increase their safety when they were not at work.

## 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 were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Attleborough 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.

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 24 August 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

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 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.