

Crowstone Care Home Limited

# The Grange

## Inspection report

122 Crowstone Road  
Westcliff On Sea  
Essex  
SS0 8LQ

Tel: 01702432064

Date of inspection visit:  
14 January 2021

Date of publication:  
09 February 2021

## Ratings

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

# Summary of findings

## Overall summary

The Grange is a 'care home' providing accommodation and personal care. It is registered to provide support to up to 18 people. At the time of the inspection, 16 people were living the service.

We found the following examples of good practice.

People and staff had access to regular testing which helped inform the assessment of risk in the service and gave the registered manager the opportunity to act promptly, if someone was to have a positive result. People who had tested positive for COVID-19 isolated in their rooms for a period of time. This was to help keep people safe and reduce the risk of the virus spreading in the service.

Staff had a designated area when arriving to, and leaving, work to change their uniform and put on personal protective equipment (PPE). The service had PPE stations throughout the service. Staff were seen to be maintaining social distancing.

The service was clean. Additional cleaning tasks had been implemented by the housekeeping staff.

When speaking to the staff and registered manager, they felt staff had worked effectively and were proud of the teamwork shown through the difficult time of the outbreak.

The provider had developed policies, procedures and risk assessments to manage the infection control processes in relation to COVID-19. Staff were able to talk about these processes.

## 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**

# The 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 14 January 2021 and was unannounced.

# 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 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's infection prevention and control policy was up to date.
- We were not assured that people were being admitted into the service safely. Although the manager was aware of the protocol when admitting people and had communication with the local authority to express, they were not happy to accept the person back into the home. The person was still accepted an unsafe discharge from the hospital which resulted in knowingly accepting a person who had tested positive for COVID-19. This put staff and people at risk.
- We were not assured that staff were using PPE safely. We observed staff wearing PPE, however staff were not donning and doffing in a safe way. For example, staff were not disposing of used PPE in accordance with guidance. We observed a staff member not following correct procedures when disposing of contaminated items.
- We were somewhat assured that the provider was making sure infection outbreaks were effectively managed. The registered manager spoke about how they needed to develop a plan and find additional resources if the whole staff team were to go off sick. The registered manager completed infection prevention control audits yearly. This had not been increased in response to the pandemic and, as a result some poor practices, had not been picked up.

We have also signposted the provider to resources to develop their approach.