

The Clavadel (Guildford) Co. Limited

# The Clavadel

## 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

The Clavadel is a purpose-built short stay care centre for up to 32 people requiring rehabilitation and convalescence which includes accommodation and support with personal care following an operation or illness. The service provides in-house physiotherapy and hydrotherapy to support people to re-gain their mobility and to return to their own home. At the time of our inspection 14 people were using the service.

We found the following examples of good practice.

People continued to access the vital personal care and rehabilitation services in a COVID-19 secure way throughout the pandemic and were complimentary about the support they received. The management implemented robust plans to re-arrange the services in line with the national guidance to enable continued operation of the centre. For example, different care pathways were clearly assessed to include COVID-19 testing for people, social distancing and self-isolation plans. The physiotherapy support was individually tailored to people's circumstances so they could regain their independence as quickly as possible and at the same time being protected from the spread of infections.

Staff received a range of COVID-19 specific in house training which was refreshed every three months. This included competency based direct observations, as well as remote support to regularly refresh their knowledge via skills-based questionnaires and video sessions. The range of subjects covered effective infection prevention and control (IPC), correct use of personal protective equipment (PPE) and good handwashing practices. Staff practice was also regularly monitored during IPC audits. Staff told us they felt supported in their roles and could clearly explain how they adhered to the COVID-19 national guidance, for example when supporting someone with COVID-19 infection.

The provider allocated a member of staff who completed a specific course in mental health and supported staff wellbeing on an individual basis. Staff were encouraged to access nationally available care workforce support resources and information was easily available in staff facilities. Where staff would be at higher risk of severe COVID-19, the provider risk assessed their individual circumstances and supported them to shield. The provider also reviewed their staffing and re-deployed staff where necessary to restrict movement of the workforce between the services as per the national guidance.

The service environment was reviewed and re-configured to ensure good IPC practice, zoning and cohorting and safety of the people receiving support as well as staff. For example, additional therapy rooms were arranged in all parts of the building so people did not need to walk across for their sessions. Where needed, disinfected physiotherapy equipment was provided for individual use in people's rooms. The outside area was adapted for gait re-education and the hydrotherapy facilities were risk assessed for safe use in the pandemic. There was a spacious garden available to people with a dedicated outdoor visiting area. There was also an indoor visiting area accessible directly from the car park.

# 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.

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## **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 12 March 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 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.