

New Care Chester (Opco) Limited

Grosvenor Manor Care Centre

Inspection report

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18 January 2021

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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

Grosvenor Manor is a residential care home providing personal and nursing care for up to 81 older people. The home accommodates people across a two-storey adapted building. At the time of the inspection 71 people were living at the home.

We found the following examples of good practice.

The provider had developed robust policies and procedures to manage any risks relating to the Covid-19 pandemic. These were clear to follow and regularly updated.

At the time of the inspection, residents were unable to see visitors in person. However, people could keep in touch by telephone and videocalls. In preparation for future visits, designated visiting areas containing protective screens were in place. Although unable to visit in person, relatives did feel well informed. One told us, "[Grosvenor Manor] is very good at generally keeping in touch and so I have a sense of what's going on."

People receiving care spoke positively about the care they received and told us they were happy living at Grosvenor Manor. Relatives also shared positive feedback. One told us, "The care is absolutely first class, I could not ask for any better. The staff are so kind. They are amazing. They have such a lovely attitude."

The registered manager had ensured systems were in place to implement regular testing of both staff and residents.

Staff had access to the personal protective equipment (PPE) they needed and there were PPE 'stations' situated at regular points around the home. Discreet signage was visible on the bedrooms doors of any resident who had either tested positive for Covid-19 or was shielding due to displaying symptoms. This was helpful in informing staff before entry to ensure the appropriate PPE was being worn and any enhanced procedures were being followed.

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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Grosvenor Manor Care Centre

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 18 January 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.