

HC-One No.1 Limited

Grey Ferrers Care Home

Inspection report

5 Priestley Road, Off Blackmore Drive
Braunstone
Leicester
Leicestershire
LE3 1LF

Tel: 01162470999

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01 February 2022

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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

Grey Ferrers Care Home can accommodate up to 120 people across four separate units, each of which has separate adapted facilities. One of the four units provided palliative and end of life care and the other three units specialised in providing care to people living with dementia, mental health needs and physical disabilities.

At the time of our inspection one of the units providing care to people living with dementia, mental health needs and physical disabilities was not in use. There were 66 people using the service when we visited.

We found the following examples of good practice.

Visiting procedures were robust to reduce the risk of COVID-19. All visitors were required to show a negative COVID-19 test, their temperature was taken, and a COVID-19 screening questionnaire completed before they entered the service. Visitors were also required to wear personal protective equipment (PPE).

Staff had supported people to maintain contact with friends and family during the pandemic via window visits, telephone calls and face time calls.

There used to be one outside area for staff from all units to take breaks together. This has been improved to reduce the risk of spread of infection between units by providing a separate outside area for each unit.

Communication boards were in place to support people who struggled to hear staff who were all wearing face masks.

Staff and people using the service participated in the testing and vaccination programme. COVID-19 related risk assessments had been completed, and contingency plans and relevant policies were in place to manage a COVID-19 outbreak.

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

Grey Ferrers Care Home

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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 1 February 2022 and was announced. We gave the service 18hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach. We discussed the cleaning practice at the service, to ensure adequate cleaning throughout the whole home. Action was taken to address this and make improvement. We discussed the infection prevention and control audit and the need for a more thorough review of the findings of this audit, to ensure for example cleaning needs are identified. We identified the décor needed an update, with lots of chips and scratches on the walls and woodwork. The registered manager reported there was a planned schedule of repairs to the home. We identified staff were not all up to date with infection prevention and control training. The registered manager had already started to address this with staff.

