

Marton Care Homes Ltd

Dene Grange Care Home

Inspection report

Dene Road
Hexham
Northumberland
NE46 1HW

Tel: 01434603357

Date of inspection visit:
18 January 2022

Date of publication:
28 January 2022

Ratings

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

Overall summary

Dene Grange Care Home provides accommodation, nursing and personal care for up to 50 people, some of whom were living with a dementia. At the time of our inspection there were 19 people living at the home. There were enough staff at the service to meet people's needs. The provider had a recruitment drive in place to fill any gaps. New staff had been appointed.

Visitors to the service were admitted safely. There were specified visiting areas which were cleaned after every visit. When visitors could not attend the service for whatever reason, other methods were used to help minimise social isolation for people, including video or audio calls.

Visiting professionals had not always been asked for their vaccination status. This was addressed immediately.

The service was clean and odour free. Additional cleaning was being carried out on frequent touch points such as grab rails and door handles. However, some areas needed repainting to cover bare wood which cannot be cleaned effectively. The provider was going to address this immediately.

People were encouraged to social distance. Lounges and dining rooms had been set out with space between people. Staff worked on specific units to help minimise the transmission of infection.

Staff wore their PPE correctly and had received infection control training. Staff were to receive refresher training in donning and doffing (on and off) of PPE.

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

Dene Grange 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 18 January 2022 and was announced. We gave the service 48 hours' 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 observed staff using PPE correctly. The provider was going to refresh staff on how to safely put on and remove PPE as a precaution, after two staff could not tell us correctly.
- We were assured that the provider was accessing testing for people using the service and staff. After feedback, the provider also introduced a further system to monitor this fully.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Some high touch point areas with worn paint work could not be cleaned fully. The provider told us this was going to be addressed immediately.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. Some visitors had not applied to become an essential care giver even though we were told the provider had sent correspondence about this. The provider was going to send out further communication to encourage this.

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.

- We were somewhat assured the provider was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. Staff had been vaccinated. We were told visiting professionals offered their vaccination status to staff for checking. However, staff had not always routinely

asked for this information. The provider immediately introduced a new system of requesting and recording vaccination status of visiting professionals.

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