

The Laurels Care Services Limited

# The Laurels

## Inspection report

Main Road  
Huntley  
Gloucester  
Gloucestershire  
GL19 3EA

Tel: 01452901243

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04 February 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

The Laurels is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The Laurels is registered to provide accommodation and personal care to eight older people. At the time of our inspection six people were receiving support at the service.

The home had a large communal courtyard and communal areas within the home where people could sit and relax.

We found the following examples of good practice.

- The provider and registered manager recognised safe visiting guidance and had set up a visiting 'screen' to accommodate scheduled visits. Additionally, alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives. At the time of our visit, indoor visiting had been suspended, which had been communicated with people and their relatives.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result. The provider and registered manager had also tested people on arrival at the service and supported them to self-isolate following admission to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people when this was required, including assisting people with COVID-19 vaccinations. Technology was used to enable clinical support where a visit to the home was not necessary.
- Action had been taken to reduce the risk of infection spreading which had included the correct use of personal protective equipment (PPE). Staff had received training and support in relation to infection control and COVID-19. The registered manager observed staff practice ensuring they were following the correct use of PPE.
- The registered manager and provider had clear plans in relation to the isolation of people affected by COVID-19 and the cohorting of staff to reduce the spread of infection. The building had several doors which could be used to enable people to access outdoor spaces without moving through the home.
- People and staff were tested in line with national guidance for care homes.

- As part of full infection control measures laundry and waste arrangements had been correctly implemented to reduce the spread of infection.
- Cleaning schedules had been enhanced and were followed by care staff. This included the additional cleaning of frequently touched surfaces to reduce the risk of infection spreading. Care staff carried out laundry and cleaning tasks. The registered manager explained this promoted staff knowledge and enabled them to maintain the cleanliness of the service.
- People told us that the home was clean and that staff wore PPE as required. While people discussed that they missed the frequent physical contact with family, they were happy in the home and enjoyed the company of staff.
- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference. The registered manager had identified and supported people and staff who may be at increased risk if they contracted COVID-19. Risk assessments of staff movements and support bubbles had been created to identify and manage the risk to people.
- People were being supported with activities and engagements which met their wellbeing needs, in a safe manner. The provider and registered manager had tailored activities so that people could continue to enjoy activities that were meaningful to them. This included going for drives around the local area.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service was following safe and correct infection prevention and control procedures

**Inspected but not rated**

# The Laurels

## **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 4 February 2021 and was announced.

# Is the service safe?

## Our findings

- 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.