

The Grange Care Centre (Cheltenham) Limited Lilleybrook Care Home

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

Lilleybrook Care Home 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.

Lilleybrook Care Home is registered to provide accommodation and personal care to 60 older people and people living with a diagnosis of dementia. The service was working in co-ordination with the local authority, providing discharge to assess beds, with the aim of reducing pressures on local hospitals. At the time of our inspection 54 people were receiving support at the service.

People receive care in one of four units in the home. Each unit had communal spaces for people to use. There was also a secure garden which people could use.

We found the following examples of good practice.

- The provider and registered manager had set up a visiting 'pod' in accordance with recognised safe visiting guidance. Additionally, alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives.
- Where necessary, people's relatives were supported to visit the home to promote people's health and wellbeing where concerns have been identified. Alongside of the support provided by the home's GP, relatives were added to the routine testing programme to enable them to support their loved ones.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days 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. This included assisting people with COVID-19 vaccinations.
- 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 managers 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.
- 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 housekeeping staff and care staff. This included the additional cleaning of frequently touched surfaces to reduce the risk of infection spreading.
- 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.
- People were being supported with activities and engagements which met their wellbeing needs, whilst promoting social distancing. People on one unit enjoyed singing and engaging with staff. The registered manager and staff spoke positively about maintaining people's wellbeing needs during the COVID-19 pandemic.

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

Lilleybrook 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 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 27 January 2021 and was announced.

Is the service safe?

Our findings

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.