

# The Granville Care Home Limited

# Granville Lodge

## Inspection report

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15 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

Granville Lodge Care Home is a care home providing nursing and personal care for up to 81 older people. At the time of our inspection there were 70 people living at the home.

We found the following examples of good practice.

People we spoke with told us, "We have felt very safe here, I for one am glad I had my vaccines before I came here", "I choose to wear a mask when I am walking in the corridors or I am in a room with people, it's my decision and makes me feel safer", "The staff always wear a mask", "They have been kind and caring" and "They have things in place which is good".

The staff that were spoke with told us, "The last two years have been hard at times, but we have supported each other and team work is even better", "We have always been kept up to date with changes and new guidance", "We have worked hard to keep people safe", "I have made changes in my personal life so that I am exposed to less people, it is my responsibility to protect the residents", "I personally feel supported by the provider and the RM they have been good to me".

The home was visibly clean and hygienic and regular cleaning schedules were maintained by house keeping staff to evidence regular cleaning tasks were being completed. Staff had received training in relation to infection prevention and control and were observed following current guidance in the use and disposal of PPE. PPE stations were located throughout the home.

There was a clear process for visitors. This included sanitising hands on arrival at the home. Visitors were required to have their temperature taken and were asked if they had any symptoms. They were asked to wear PPE which included a face mask.

Visitors were required to sign in and they had to show a negative lateral flow test. The vaccination status was checked for health and social care professionals and contractors. This was in line with legislation that had come into effect in November 2021.

People were supported to see friends and family in accordance with government guidance. This was by pre booked appointment. In the event of a Covid outbreak or if people were isolating, they were supported to maintain contact by the telephone and video calls. Relatives of people coming to the end of their lives were supported to visit safely.

The registered manager told us people's significant others had been asked if they wanted to become the essential carer giver for their relative. This meant they will still able to visit during an outbreak at the home. In order to become an essential care giver, set procedures were to be followed. This included participating in regular testing for Covid.

All staff had received training in relation COVID-19, infection prevention and control, hand washing and the donning and doffing of PPE. Information and ongoing government guidance in the management of COVID-19 was shared with staff.

The home took part in regular testing for COVID-19. The registered manager maintained an audit of the dates staff and people were last tested. The registered manager told us all staff had been double vaccinated. Some staff had received booster vaccinations and others planned to have this when they were able to. The Covid passports of staff had been checked by the management team.

The registered manager told us they were not experiencing any workforce pressures and that staffing was manageable. At the time of the inspection the home had 11 vacant beds. Staffing levels had been maintained. We were told the home did not use agency staff. They had a good core team of staff that liked to pick up extra hours as overtime. This was monitored to ensure staff were not over worked.

The home had established good working relationships with relevant healthcare professionals and their support continued during the 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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Granville Lodge

## **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.

This was a targeted inspection looking at the infection prevention and control measures 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 15 February 2022 and was announced.

# 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 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.

### Visiting in care homes

The provider was following guidance in relation to visiting at the home. At the time of the inspection the home was open to visitors. The registered manager told us that visits were pre booked. People's relatives and significant others were given the option to become an essential care giver. This meant they would be still able to visit if the home experienced an outbreak. The registered manager told us that in the event of an outbreak the home still facilitated end of life care visits when people were unwell.

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.