

# Wellburn Care Homes Limited

# Grimston Court

## Inspection report

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03 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

Grimston Court is a residential care home which can provide support for up to 47 people. There were 39 people living at the service at the time of our visit.

We found the following examples of good practice.

Staff had good infection control practices and were observed to wear PPE appropriately. There was a plentiful stock of PPE and this was also available to visitors to the service.

Staff had undertaken training and their competency around the use of PPE and hand washing was regularly assessed. The service had worked with external organisations, including health agencies, to support them in their practice.

There were appropriate measures in place to ensure the safety of both visitors and residents. Visitors were screened for symptoms on arrival and had to produce evidence of a negative lateral flow device. Visits were facilitated in line with guidance.

Policies, procedures and risk assessments were in place to support the management and staff team in the event of an outbreak of a pandemic.

Staff and resident testing was completed in line with current guidance and the registered manager was clear as to what actions they would take if a person displayed symptoms of COVID-19.

The provider had considered what they could do to promote staff well-being and retention.

## 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**

# Grimston Court

## **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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 3 February 2022 and was announced. We gave the service 24 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 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.

### Visiting in care homes

- Visits were facilitated in line with government guidance. The registered manager had tried to ensure people maintained contact with their friends and family throughout the pandemic.

We observed that, whilst most of the service was clean, some areas required further cleaning or maintenance, particularly in the ground floor bathrooms. The provider had an infection prevention and control policy in place, which included regular audits of the building. These had not consistently noted and addressed some of the points raised during the inspection. Risk assessments were not consistently in place for people who used the service or staff. Immediate actions were taken to address these areas during and following the inspection.

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