

Elmbridge Residential Home Limited

# Elmbridge Residential Home Limited

## Inspection report

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23 November 2020

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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

Elmbridge Residential Home Limited is a care home which provides accommodation and personal care to 16 people who live with dementia and mental health needs. At the time of our visit 14 people were receiving support.

We found the following examples of good practice.

- The provider had ensured that policies and procedures relevant to infection, prevention and control were up to date. COVID-19 guidance was also kept updated for staff to reference.
- Infection control audits were completed so that any shortfalls could be identified and addressed. On-going monitoring of staffs' usage of personal protection equipment (PPE) ensured this was used in line with current national guidance.
- Cleaning records were maintained and the environment looked clean and bedrooms and communal rooms had been decluttered to support easier cleaning. Refurbishment of the lounge had included new and wipeable armchairs.
- Designated family members had been supported to visit their relative safely. An area within the home had been used for visiting and cleaned after each visit. Relatives were supported to wear appropriate PPE and meet hand hygiene requirements. Arrangements were in place to keep relatives informed about necessary changes in visitor guidance. Support had continued to be in place to enable a family member to support their relative at the end of their life.
- Admissions to the home were only accepted if staff were confident they could safely support a person, following their admission and in line with relevant COVID-19 guidance. People had to have a negative COVID-19 test result before admission and be able to self-isolate, with support, for 14 days after admission.
- All people and staff were tested in accordance with current COVID-19 national guidance for care home testing. People were given reassurance during the time of testing and only tested at the time they were able to agree to this.
- Staff monitored people closely to be able to identify any changes in wellbeing which may indicate potential infection. Staff knew who to contact if they suspected a person had signs of infection.
- Social distancing had proved difficult to maintain when supporting people in their everyday activities. Action had been taken to reduce people's risk of becoming infected because of this. This included a one hundred percent uptake in testing staff and people in line with national guidance for care homes. Staff avoided the use of public transport when travelling to work and they limited their social interactions outside of work. Staff wore appropriate PPE when in close proximity to people and agency staff were not used. A whole home Flu vaccination program was almost completed.
- People's end of life wishes and their treatment preferences had been reviewed, with them and their representative/s in light of the COVID-19 pandemic. Where decisions had been made on people's behalf and in their best interests, this had involved both relatives, staff and the person's GP.

Further information is in the detailed findings below.

## 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 were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 23 November 2020 and was announced.

## Is the service safe?

### Our findings

S5□ 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's infection prevention and control policy was up to date.

We have signposted the provider to resources to help develop their approach in monitoring asymptomatic people for signs of infection and in the formulation of an Outbreak Management Plan.