

Bondcare (London) Limited

# Chatsworth Grange

## 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

Chatsworth Grange care home provides care and accommodation for younger and older adults; including people living with dementia. The home can accommodate up to 66 people in one adapted building. The home is split into four separate units, across two floors. A secure garden surrounds the home. At the time of this inspection there were 56 people living in the home.

We found the following examples of good practice;

The service had created a visiting pod at the front of the building in January 2021 so residents could stay warm and indoors whilst having visitors. Relatives and other visitors would sit the other side of the glass windows and communicate via an intercom. We heard lots of ECGs visited regularly with the family.

On the day of our inspection the service's last two staff members were in infection prevention control (IPC) local authority training. This was 15 minute bitesize sessions on the importance of correct use of face masks, hand hygiene, the one-hour chain of infection, the importance of correct laundry and waste management. All service staff could access these daily at midday and sessions were interactive with a live host who we heard made them fun and engaging. The RM, deputy and all the other staff had completed these sessions.

The service had a social network page with many photos and videos so residents and their relatives could be kept updated about activities and staff could see updated info and guidance. The RM told us livestreaming worked well and they had received positive feedback.

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

We always ask the following five questions of services.

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

See detailed findings section.

**Inspected but not rated**

# Chatsworth Grange

## **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 4 February 2022 and was short term announced. We gave the service 24 hours' notice of the inspection. We spoke to three staff members; the registered manager, deputy manager, an activities coordinator and one resident.

# 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 admitting people safely to the service.
- We were assured that the provider was accessing testing for 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.