

The Grange

# The Grange

## Inspection report

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25 March 2021

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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

The Grange is a residential care home which is registered to provide accommodation and personal care for up to 29 older people. At the time of the inspection 26 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from an adapted home across two floors with adapted facilities on each floor. Rooms were single occupancy and some had en-suite facilities.

We found the following examples of good practice.

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated in person visits in a manner which minimised the risk of infection spread, including screened and garden visits.

Plans were in place to isolate people with COVID-19 to minimise transmission and an isolation room was used for people admitted to the home from hospital or the community. The service had good supplies of personal protective equipment that were readily available at stations throughout the service.

Visitors were asked health screening questions and to wash their hands on arrival with soap and water. Temperature checks and lateral flow tests were carried out and once a negative result was received staff facilitated the visit. Visits were staggered and visiting spaces cleaned between use.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter and there were enhanced cleaning practices.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, such as quizzes and games. People were also able to go for walks, escorted by staff.

## 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**

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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 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 March 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 using personal protective equipment 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 was meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- 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 have also signposted the provider to develop their approach. Whilst we were assured in the areas highlighted above we found that the provider did not routinely complete an infection control audit. We were told that infection control practices were regularly reviewed through walk through visits but not recorded in a format that provided assurance. The manager assured us this would be addressed immediately and had sourced an infection control audit tool that would be used.