

Gracewell Healthcare Limited

Gracewell of Weymouth

Inspection report

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Website: www.gracewell.co.uk/care-homes/highclere-house.aspx

Date of inspection visit:

14 October 2020

19 October 2020

20 October 2020

26 October 2020

29 October 2020

Date of publication:

18 November 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service caring?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Gracewell of Weymouth is a care home. The home was providing personal and nursing care to 60 people aged 65 and over at the time of the inspection. The service can support up to 70 people. The home is situated in a residential area of Weymouth.

People's experience of using this service and what we found

People were supported by staff who cared about them and knew them well. They told us they felt the staff were kind and listened to their wishes. People were relaxed in the presence of staff.

The service was clean and free from odours. Staff were wearing face masks and following Covid 19 government guidance to minimise risks to people.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good. (report published December 2019).

Why we inspected

This targeted inspection was prompted to seek assurances about the safety and care of people after the provider had responded to safeguarding concerns in the home. An investigation was ongoing and as a result, this inspection did not examine the circumstances of the incident.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

CQC have introduced targeted inspections to follow up on specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at continued risk of harm from these concerns. CQC will review of the findings of this investigation separately.

Please see the Safe and Caring sections of this report.

Follow up: We will return to visit as per our re-inspection programme. We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Gracewell of Weymouth on our website at www.cqc.org.uk

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question related to infection prevention and control.

Inspected but not rated

Is the service caring?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Gracewell of Weymouth

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had related to how people were treated with compassion, dignity and respect.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

Two inspectors visited the service.

Service and service type

Gracewell of Weymouth is a 'care home'. People in care homes receive accommodation and personal care as a single package under one contractual agreement. The CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the CQC. A registered manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The registered manager was not present at the time of the inspection. CQC had been informed of this and had been notified of the management structure in place.

Notice of inspection

This inspection was announced just before we went into the building. We announced the inspection from the car park to discuss the safety of people, staff and inspectors with reference to the Covid 19 pandemic.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this

report.

We gathered information from the service and other professionals related to the safeguarding investigation. We also gathered feedback from a GP who had regular contact with the home. We used all of this information to plan our inspection.

During the inspection

During our visit, we spent time on the three floors of the home. We spoke with 14 people about their experience of care. We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

After the inspection

After we visited we sought feedback from relatives and friends of everyone who lived at the home by asking the provider to send them our contact details. We received feedback from three relatives. We spoke with eight members of staff and two representatives from the provider organisation. We continued to gather evidence through telephone calls up to the 29 October 2020.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At the last inspection this key question was rated as Good.

We have not changed the rating of this key question, as we have only looked at the part of the key question related to infection prevention and control.

We will assess all of the key question at the next comprehensive inspection of the service.

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 within the understanding of people living in the home.
- We were assured that the provider would admit people safely.
- 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 in line with current availability.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were mostly assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Regular checks were not being made on key signs of infection, these were reintroduced during our inspection.
- We were assured that the provider's infection prevention and control policy was up to date.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on a specific concern we had about people's experience of being treated with compassion, dignity and respect following allegations of restrictive practice. We will assess all of the key question at the next comprehensive inspection of the service.

Ensuring people are well treated and supported; respecting equality and diversity

- People who no longer used words as their main means of communication due to their dementia were visibly relaxed around the staff supporting them.
- People smiled and laughed with staff and some people initiated conversations on their own terms.
- Staff knew people well and used this information to encourage connection with people. One person spoke with staff about their childhood, another responded warmly to comments about their smile, another sang when their beautiful voice was referenced.
- One person told us they were all well treated by staff who 'know what to do' and described the home as 'very civilised'. Two people explained how staff supported people if they got upset and agitated and helped them calm. Another person commented that: "Staff are exceedingly kind to me... I have never seen anything that would worry me- the staff are lovely."
- Relatives were positive about the care their loved one's received, however one relative observed that sometimes people weren't acknowledged when staff were carrying out tasks such as putting laundry away. We spoke to senior managers about this and they assured us they would address this.

Supporting people to express their views and be involved in making decisions about their care

- People told us they made decisions throughout the day. One person told us that the staff were: "very good at listening to me" another person said: "I am always asked what I want."
- Staff told us they sought to encourage choice but also acknowledged that sometimes staffing levels had an impact on the choices available to people. They told us these levels were now improving.
- One person described how the staff were very understanding when discussing how people could make choices. Another person described how they were representing others on a consultative group about visiting in the home.

Respecting and promoting people's privacy, dignity and independence

- People told us they felt respected. One person told us: "They listen to me yes. Here they are very good and they are understanding which is very hard."
- Staff described the ways they respected and valued people. They explained they aimed to be centred on the person in all they did.
- Relatives reinforced that people were usually treated with dignity but one relative observed that small details that mattered to their loved one such as particular aspects of their personal care regime were

overlooked. We spoke with senior managers about this and they assured us that this would be addressed.

- People told us they had not been told the outcome of their COVID-19 tests. We were reassured that they would be informed of the outcome of any further tests.