

Leonard Cheshire Disability

Greenhill House - Care Home with Nursing Physical Disabilities

Inspection report

South Road
Timsbury
Bath
Somerset
BA2 0ES

Date of inspection visit:
19 January 2021

Date of publication:
12 March 2021

Tel: 01761479900

Website: www.leonardcheshire.org

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Greenhill House accommodates 38 people across two separate houses, each of which have separate adapted facilities and communal spaces. There were also four self-contained flats. People who live at the home have complex physical disabilities and other associated conditions. People had limited verbal communication. There were 38 people at the home on the day of our visit.

We found the following examples of good practice.

People were comfortable in the presence of staff wearing masks and visors whilst supporting them. They nodded and gave us thumbs up when we asked if staff always wore masks. Staff and the management were proud they had worked hard to keep COVID-19 out of the service.

Staff were aware of how to use personal protective equipment (PPE) such as masks, aprons and gloves. This included for procedures which required more specialist masks. Throughout the inspection we saw appropriate use of PPE. Staff knew how to safely wash their hands to reduce the risk of infections spreading. There were numerous hand sanitiser stations throughout the home in key places such as entrances and exits.

The management ensured staff worked in ways to reduce the risk of infections spreading by having specific staff teams working in different parts of the service. However, this had not extended to auxiliary staff because they had a shortage. During the inspection the registered manager informed us this had been rectified and they would be allocating auxiliary staff to parts of the service as well.

Staff and people were being tested regularly to identify cases of COVID-19. They had just received the lateral flow tests although these were not implemented at the time of the inspection. The registered manager told us they had been discussing with their line manager how these could safely be introduced. However, the provider had taken a stance of not implementing them following their research into the efficacy of them.

People had visitors if they were nearing end of life. However, because there was currently a national lockdown the provider felt it was unsafe to have visitors to the home to keep people safe. There had been times during the pandemic that visiting had occurred including in the grounds and a celebration over Christmas. Systems were in place to make sure these visits were safe and in line with guidance.

Regular cleaning had happened throughout the home. This was predominantly by auxiliary staff. Care staff informed us that they were responsible for further informal cleaning by wiping down surfaces and cleaning computers. However, the management had not considered increasing the frequency of cleaning of high touch points in light of the new strains of COVID-19. During and following the inspection we were informed this had been reviewed.

Management systems to monitor actions taken during the COVID-19 pandemic were predominantly informal. Staff confirmed they had been observed putting on and taking off PPE by senior staff. The staff also

confirmed they helped by undertaking additional cleaning alongside twice daily cleaning undertaken by auxiliary staff. However, there were no formal systems for the management to demonstrate they were monitoring that this happened. Following the inspection, the registered manager shared updates as to how they would rectify this.

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

Greenhill House - Care Home with Nursing Physical Disabilities

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 January 2021 and was unannounced.

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 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 that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Further improvements during and following the inspection were made to their systems.

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