

Kingsley Care Homes Limited

Downham Grange

Inspection report

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Norfolk
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Date of inspection visit:
18 January 2022

Date of publication:
03 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Downham Grange is a nursing home which is registered to provide personal and nursing care to up to 62 people. At the commencement of the inspection, there were 57 people living in Downham Grange. Care is provided to people in three separate wings, each with separate adapted facilities.

We found the following examples of good practice.

People were being supported to receive visits from their family and loved ones. Visits were being completed in line with current government guidance.

The service appeared clean and equipment had been maintained. Windows were observed to be open to support with ventilation in the service.

Staff and people supported received regular COVID-19 testing in line with current government guidelines to keep themselves safe.

Vaccination records were monitored and stored by the management team for people, staff and regular visitors. Where visiting professionals attend the service their vaccination status is checked at this time.

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

Downham 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.

We received information of concern about visiting arrangements and staffing at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 18 January 2022 and was unannounced.

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 meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely.
- We identified discarded PPE in people's bedrooms inside open top bins. This did not mitigate risks in relation to cross contamination. We highlighted this to the deputy manager who removed the PPE and they told us would ensure the peddle bins were used moving forward for discarded PPE.
- We observed a staff member who changed their PPE in a communal area without cleaning their hands in-between. This caused a potential risk of cross contamination. We highlighted this to the deputy manager for them to address with staff.
- 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 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.

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.

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