

Evergreen Care Services Ltd

The Elms

Inspection report

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Coleford
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Date of inspection visit:
20 October 2020

Date of publication:
10 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

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

The Elms can accommodate up to 28 older people and people living with dementia. At the time of our inspection 23 people were living or receiving respite care at the home. There was a range of communal areas people could use on the unit, including a large living room. The third floor of the home had only recently reopened in full and was being used to support people new to the service and who required to self-isolate in line with best practice guidance on Covid-19.

We found the following examples of good practice at The Elms.

- The registered manager ensured staff had access to appropriate personal protective equipment (PPE). Arrangements had been made to ensure there was appropriate PPE to care for people who may have symptoms and require support to self-isolate. The third floor of the home had been allocated to support people newly admitted to the home and who in accordance with best practice guidance were supported to self-isolate.
- The registered manager has implemented processes for staff when starting their shift and when leaving. A handsfree thermometer had been installed and staff had a designated changing and washing area. Staff understood the reason for these processes and spoke positively about following them. The registered manager had reviewed staffing of the service due to the government lock down, they had increased staff presence, including domestic staff to ensure people's needs were met. All staff working at The Elms solely worked at this home.
- The registered manager worked proactively with healthcare professionals. They had implemented weekly calls with people's GP and were setting up monthly multi-disciplinary team meetings. Protocols had been set up to ensure people could be supported by healthcare professionals. Staff understood the importance of ensuring these protocols were followed.
- The home had appropriate access for healthcare professionals, with the aim of reducing the risk of Covid-19 going into the home. This had ensured people had continued to have access to healthcare support they needed, whilst managing identified risks.
- People were supported with a tailored activities programme, which included support to interact with their loved ones remotely. Staff spoke positively about the time they had to spend with people and talked positively about promoting people's wellbeing.

- The registered manager worked with people's relatives to ensure social distanced visits could work whilst protecting people who were vulnerable. There were plans in place to change areas of the home to provide a safe visiting place. The registered manager was aware of local area guidance and recommendations.
- The registered manager had robust systems to ensure there was clear oversight in relation to infection prevention and control. The registered manager and deputy manager ensured staff adhered to national guidance on PPE. There were comprehensive infection control audits and cleaning schedules in place to ensure the home remained clean and free from infection.
- The registered manager had ensured that all information and guidance, in relation to Covid-19 was taken onboard. They spoke positively about summarising this information and providing staff with the key information they required.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Elms

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.

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

This inspection took place on 20 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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 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.