

The Grange (2016) Ltd

The Grange - Benenden

Inspection report

The Green
Benenden
Cranbrook
Kent
TN17 4DN

Tel: 01580240118

Date of inspection visit:
24 March 2021

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22 April 2021

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 Benenden is a residential care home which is registered to provide accommodation and personal care for up to 19 people. At the time of the inspection 16 people were living at the home. People living at the home had a variety of care and support needs, such as learning disabilities. The service is provided from an adapted home across three floors.

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 protective screened visits in a specially built garden visiting pod. Staff had consulted with relatives to agree visiting arrangements in line with government guidance.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available at stations throughout the service.

Visitors were asked health screening questions and to sanitise their hands on arrival and don PPE. 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. Activities included indoor bowling, a resident's awards evening, crafts and barbeques. Space within the grounds had been adapted to create a shop and coffee shop on-site so that people could continue to have social interaction with activities they would usually participate in within the community.

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.

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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 24 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 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 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 was not regularly testing all people living at the home due to issues with obtaining consent. The risks associated with this had not been fully assessed with mitigating actions implemented. The manager assured us that this would be done and that they would explore options to mitigate the risks with the GP practice responsible for care at the home.