

Indigo Care Services (2) Limited

Grimsby Grange and Manor

Inspection report

Second Avenue
Grimsby
South Humberside
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Date of inspection visit:
13 November 2020

Date of publication:
24 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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Summary of findings

Overall summary

Grimsby Grange and Manor is a care home providing personal care and accommodation to up to 94 people some of whom may be living with dementia. When we inspected 39 people were living in the service.

We found the following examples of good practice.

- Staff supervised all essential visitors to ensure social distancing and infection control guidelines were followed. All visitors had their temperature checked and were asked a set of screening questions to ascertain any risks posed and for track and trace.
- Staff supported people's social and emotional wellbeing. All staff kept family members up to date about the latest guidance and their relative's health via regular telephone calls and other technology including face time.
- New changing facilities had been provided for staff on each floor. Additional designated PPE stations were in place and staff were wearing PPE in line with government guidance.
- The provider was in the process of having a visiting room erected with a separate entrance and exit, intercom and full Perspex screen to separate the room to allow for safe visiting.
- The provider and senior management team had recognised the challenges staff had faced during the pandemic. They were introducing support sessions staff could use to de-brief and offload their feelings, to support their wellbeing.

Further information is in the detailed findings below.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Grimsby Grange and Manor

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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 13 November 2020 and was announced.

Is the service safe?

Our findings

- 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 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 on the day of the inspection.
- We were assured that the provider's infection prevention and control policy was up to date.