

Fidelity Healthcare Grove Hill Ltd

# Grove Hill Care Home

## Inspection report

Grove Hill  
Highworth  
Swindon  
Wiltshire  
SN6 7JN

Tel: 01793765317

Date of inspection visit:  
09 October 2020

Date of publication:  
20 October 2020

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Grove Hill Care Home is registered to provide accommodation and personal care to predominantly older people some of whom may be living with dementia. The service can accommodate up to 27 people, there were 22 people living there at the time of our inspection.

The service was registered under a new provider last year therefore has not been rated yet.

We found the following examples of good practice.

People were supported by a team of regular staff who had infection control training and understood the importance of adhering to good practice guidance. People knew staff well which helped with staff needing to wear face masks as people were still able to recognize staff well.

Staff were able to explain the correct procedure for donning and doffing of personal protective equipment such as masks, aprons and gloves.

Staff were well supported and praised the management team, comments included; "If worried I can always speak to the owner or manager, we're like a family here" and "We never run out of PPE, everyone is supportive, I feel at home (here)."

The provider ensured there was a sufficient stock of appropriate personal protective equipment (PPE) and it complied with the quality standards.

People were only admitted to the service when a negative COVID-19 test result had been received.

The provider ensured regular testing took place for both people living at the service and staff. The management were aware of zoning guidelines and were aware of the need to implement zoning if needed.

The provider ensured people's relatives were kept informed and provided updates, for example, around the visiting arrangements.

Feedback received from an external professional was positive and demonstrated the staff followed good practice guidance.

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

**Inspected but not rated**

# Grove Hill Care Home

## **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 undertook this targeted inspection to follow up on specific concerns which we had received about the service.

The inspection was prompted in response to concerns received about infection control risks. A decision was made for us to inspect and examine those risks.

This inspection took place on 9 October 2020 and was announced by telephoning the service just before the entering the premises.

# 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.