

Grove Care Limited

The Grove Residential Home

Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Grove is a care home that provides accommodation and personal care for up to 36 people. The service is provided in accommodation over two floors. At the time of this inspection 26 people were living in the home.

We found the following examples of good practice.

It was evident at the inspection that staff were working tirelessly to support everyone living in the home including those who had tested positive for Covid 19 and were receiving end of life care. The atmosphere was respectful and compassionate tinged with great sadness. Many people had lived at The Grove for a long time where caring, trusting relationships had been built. One relative who lost their loved one to Covid 19 wrote the registered manager and stated, "I wanted to send you, and your staff, a note of thanks. You did everything you could to keep COVID-19 out of the Grove, however, unfortunately, it still found its way in. Please thank them for me. The care you provided my father was first class". All family members had shown great kindness to all staff, one relative phoned every morning to 'check on staff and see if there was anything they needed'. There was effective, supportive communication between the directors, all managers and staff. Since the outbreak the acting manager contacted relatives every day to update them on the health and wellbeing of their loved one.

The registered manager was in isolation when we conducted the inspection, as were many of the permanent staff. As soon as the outbreak arrived at The Grove, the provider acted promptly to ensure safe management oversight and a team of senior care staff with a good skill mix to support the home. All staff were tested prior to joining The Grove and remained working at the home until it was safe to retain their positions in the providers sister home. One deputy manager and a clinical lead nurse were redeployed to home. Their contribution was greatly appreciated and welcomed by the permanent staff. The Grove is a residential home and it was reassuring for staff to have a nurse oversight and expertise. The registered manager was grateful her residents and staff were in safe hands. She wrote to the temporary staff team, "I would personally like to thank you all for the help and support over the last couple of weeks at The Grove. You have all been amazing and very supportive to residents and staff and this very difficult time. It comes from the bottom of my heart and I can't say thank you enough for all your support, work and commitment you have all been amazing".

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained very effective during these difficult, sensitive times. The clinical lead nurse praised the GP's and out of hours for the support they gave when planning palliative support for those people who were receiving end of life care. One care staff member shared with us her feelings of great sadness and how she ensured people were not alone during these times. She came in when she was not on duty and would sit and stay with people to comfort them in the absence of a family member.

Prior to our visit we were informed of the procedures we should expect when visiting, this was the policy for all professionals arriving at the service. Professionals were asked not to visit the service if they displayed any

symptoms related to Covid 19. On our arrival we were greeted by a clinical lead nurse and had our temperature taken, we were asked to sanitise our hands and to wear the PPE given to us. Everyone visiting provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

There were policies, procedures and contingency plans in place. Clear recording and management for monitoring those staff who had tested positive were robust. The live system used, informed the registered manager when an individual's isolation was completed. It was clear from the evidence provided that many staff had not returned after the isolation period, because they still felt unwell and the provider fully supported extended sick leave. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received training in IPC and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of PPE and infection prevention and control practices.

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

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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 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 2 December 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.
- We were assured the service was following safe infection prevention and control procedures to keep people safe.