

# Gracewell Healthcare 3 Limited

# Gracewell of Salisbury

## Inspection report

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22 December 2020

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>
Is the service well-led?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

Gracewell of Salisbury is a nursing home for up to 63 older people some of whom live with dementia. Accommodation is provided on three floors which are accessed by stairs or a lift. All rooms are en-suite and there are communal rooms such as lounges, dining rooms and bathrooms for people to use. People have access to landscaped gardens. At the time of our inspection there were 41 people living at the home.

### People's experience of using this service and what we found

Prior to this inspection CQC received concerns about food hygiene and lack of action taken by the registered manager in response to those concerns. We checked food storage and found no evidence to substantiate the concerns raised. Staff we spoke with told us they had confidence the registered manager would look into any concerns they raised.

People were living in a home that was cleaned daily and smelt fresh. Domestic staff were employed who followed cleaning schedules to make sure all areas of the home were covered. High contact areas, such as door handles were cleaned more often.

Visiting was planned and booked so staff could make sure the visiting room was clean and available. The provider had installed a visiting 'pod' on the lower ground floor for family members and people to use. Visitors were screened and provided with personal protective equipment (PPE) to wear. In addition to these safety measures the provider had also accessed 'lateral flow' tests which provide a rapid result for COVID-19. Visitors could be tested on the day of their visit to make sure they were COVID free.

The provider had supplied the home with electronic tablets so people could keep in touch with family members during the pandemic. Staff told us they supported people to call relatives and use video calls to keep in touch. The service facilitated 'enhanced compassionate visits' for families when people were nearing the end of their lives.

Staff had supplies of PPE available in cupboards around the home and told us this had been available throughout the pandemic. Staff had been given training on how to use PPE safely and had areas available so they could change their clothes on arrival and departure. There was a member of staff identified as the lead for infection prevention and control. They were responsible for areas such as audits and support for staff. Staff were also provided with training and guidance on infection prevention and control good practice such as handwashing, and had their competence checked regularly.

People and staff were being tested for COVID-19 as per the government guidance. The registered manager had identified a member of staff to be a 'COVID Co-ordinator'. Their role was to organise the testing in the home and liaise with people and families for visiting. The registered manager told us this ensured there was a point of contact for all administration duties for activities relating to COVID.

The provider had contingency plans in place to manage an outbreak of COVID-19 and any other infections. Weekly meetings and briefings were provided so staff and management could be updated on changes to any guidance or new methods of safe working. The provider had a free and confidential staff helpline they could call if they needed to talk about their wellbeing, in addition to free counselling sessions to support mental health. One member of staff said, "The provider has been kind and helpful and provided me with transport to come to work."

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection

The last rating for this service was Good (published 5 September 2018).

Why we inspected

This targeted inspection was prompted in part due to concerns received about food hygiene. A decision was made for us to inspect and review those concerns.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Gracewell of Salisbury

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about food hygiene and management approach.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

Gracewell of Salisbury 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 service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection, this included two whistleblowing concerns. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We used all of this information to plan our inspection.

#### During the inspection

We spoke with two people who used the service about their experience of the care provided. We spoke with seven members of staff and we toured the home and observed infection prevention and control practice. We spoke with the registered manager by video call following the site visit.

#### After the inspection

We looked at quality assurance, infection prevention and control policy and staff training records. We spoke with the public health specialist nurse from the local authority.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about food hygiene practice. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling 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 had received concerns about food hygiene practice, in particular that staff were changing labels on food and using out of date food. We checked the food storage and found no evidence to substantiate the concerns.
- We spoke with people and staff who told us they did not have any concerns about the food provided. Comments about the food included, "I have no concerns about the food, it always looks good", "The food looks nice and there are no complaints" and "The food has improved with the new chef, he has done well."
- The registered manager told us they would not hesitate to address any concern raised about poor practice in the kitchen.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about the management approach. We will assess all of the key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Prior to the inspection we received two whistleblowing concerns that the registered manager was not taking action to look into concerns raised by staff. We have found no evidence to substantiate those concerns. The service has a new registered manager who started their post in September 2020.
- We shared the concerns received with the registered manager and the regional director. They both investigated the concerns and shared their findings with us.
- The registered manager had also informed CQC of a separate concern raised by a member of staff which they fully investigated. They provided CQC with their investigation report and action taken as a result.
- Staff we spoke with all said they found the registered manager approachable and they felt able to raise concerns if needed with him. Comments included, "The new manager is lovely and approachable", "[registered manager] is alright, supportive and approachable, it is a lovely home" and "[registered manager] is lovely and so helpful, since he has arrived he is looking at everything in the building."