

R S Property Investments Limited

Gresley House Residential Home

Inspection report

Gresley House
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Website: www.gresleyhouse.co.uk

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09 February 2022

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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

About the service

Gresley House Residential Home is a residential care home registered to provide care for up to 37 older people, some of whom are living with dementia. At the time of the inspection 32 people were living in the home.

Gresley House Residential Home accommodates up to 37 people across two floors.

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

The home appeared clean, however, the registered manager needed to implement systems to record when cleaning of shared equipment and bathrooms was taking place.

The registered manager needed to implement twice daily temperatures in line with current guidance.

People, staff and visitors were protected against the spread of COVID-19. The provider carried out regular testing and screening procedures to ensure visitors could safely visit. The registered manager maintained contact with relatives and kept them updated on any changes.

Staff wore appropriate PPE and PPE stations including hand sanitiser were placed throughout the home. The disposal of Personal Protective equipment (PPE) followed government guidance and best practice.

Risk assessments were in place for people and staff regarding individual risk factors of COVID-19. Staff and people were regularly tested and had received COVID-19 vaccinations.

The registered manager completed regular audits to ensure oversight of IPC practices.

The provider had a number of staffing vacancies. They used regular agency staff to ensure there were enough staff to meet peoples' needs. The provider had a recruitment drive to employ more care staff.

People's risks were assessed regularly or as their needs changed. Staff referred people to health professionals for skin conditions and followed their advice.

Staff assessed and monitored people after they had a fall. The registered manager reviewed the incidents of falls for trends so they could implement changes to improve the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for the service was Requires Improvement, published on 21 October 2019.

Why we inspected

We undertook a targeted inspection to follow up on specific concerns which we had received relating to the management of falls, staffing, skin integrity, record keeping and cleanliness of the service. The inspection was prompted in part due to concerns received about infection control. A decision was made for us to inspect and examine those risks.

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 COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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 requires improvement. 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

Gresley House Residential Home

Detailed findings

Background to this inspection

The 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 Health and Social Care Act 2008.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

Inspection team

This inspection was carried out by two inspectors.

Service and service type

Gresley House Residential Home 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 both the registered manager 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. We sought feedback from the local authority. 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.

During the inspection

We spoke with two people who used the service and three staff including the registered manager, care staff and housekeeping staff. We also met with the area manager.

We reviewed a range of records. This included seven people's care records, three staff files and a variety of records relating to the management of the service, including policies and procedures. We reviewed infection prevention and control procedures and practices in the premises. We observed staff using personal protective equipment. We also reviewed cleaning schedules and audits and records relating to quality assurance.

After the inspection

We continued to seek clarification from the provider to validate evidence around risk assessments.

Is the service safe?

Our findings

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

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about the management of falls, staffing, skin integrity, record keeping and cleanliness of the service. We will assess the whole key question at the next comprehensive inspection of the service.

How well are people protected by the prevention and control of infection?

- The registered manager told us of their admission procedure which was in line with government guidance. People did not have their temperatures taken twice daily in line with current guidance; temperatures were only taken once per day. The registered manager agreed to implement twice daily temperatures.
- Cleaning schedules were not always consistently completed. However, the environment appeared clean. Equipment and shared bathrooms were not evidenced as cleaned between use. The registered manager agreed to implement changes to ensure these were recorded.
- 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 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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.

Staffing

- There were enough staff deployed to meet people's needs. The provider had a number of staffing vacancies. They used regular agency staff to ensure there were enough staff to meet peoples' needs. The

provider had a recruitment drive to employ more care staff.

- Staff had received training to support them in their role and meet people's needs. For example, training in infection control, falls awareness.
- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

Assessing risk, safety monitoring and management

- People's risks had been assessed and reviewed regularly or as their needs changed. Staff referred to people's care plans for guidance on how to mitigate the known risks.
- The registered manager assessed the environment risks. There had been a delay in sourcing radiator covers for the newly built section of the home. The registered manager mitigated the risks by monitoring and adjusting the temperatures of the radiators until the covers could be fitted.
- People's daily records were kept secure and reflected who had provided their care; staff recorded the care they gave using electronic record system.
- The registered manager worked closely with the district nurse team to manage people's ongoing skin conditions and wounds. The district nurse team ordered specialist pressure relieving equipment and staff followed advice on how to prevent further injuries, for example by using different footwear.

Learning lessons when things go wrong

- The provider had systems to assess and monitor people after a fall or accident to ensure any injuries were detected. People were referred for medical care where they had incurred injuries.
- The registered manager used the experience of incidents to improve care. Each incident was reviewed to identify ongoing risks and trends.