

HC-One Limited

Grosvenor House

Inspection report

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Date of inspection visit:
07 April 2021

Date of publication:
13 May 2021

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

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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 7 April 2021 and was announced.

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

The building was clean, hygienic and odour free. The service had a cleaning schedule in place and an enhanced cleaning schedule should there be a COVID-19 outbreak.

Visitors to the home are screened for COVID-19 symptoms. There is the facility for COVID-19 testing and for visitors to put on personal protective equipment (PPE).

Quality assurance audits and spot checks were completed to make sure staff worked to keep people living at the service safe from infection transmission.

One person told us "staff wear masks and aprons and they clean my room every day."

Rating at last inspection

The last rating for this service was good (published 16 June 2019).

Why we inspected

The Care Quality Commission (CQC) have introduced targeted inspections to check specific areas. They do not look at an entire key question, only the part of the key question we want to specifically focus on.

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 COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Grosvenor House on our website at www.cqc.org.uk.

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

Grosvenor House

Detailed findings

Background to this inspection

The inspection

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Inspection team

The inspection was carried out by one inspector

Service and service type

Grosvenor House 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.

Notice of inspection

The inspection was announced.

What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority.

The provider was not asked to complete a provider information return before 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 this information to plan our inspection.

During the inspection-

We spoke with two people who used the service, the registered manager, deputy manager and two members of staff.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at the infection prevention and control policies and window safety risk assessment.

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.

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

Assessing risk, safety monitoring and management

- There was not a risk assessment in place for the upper floor single pane glass windows in relation to a falls risk. This was highlighted to the registered manager and provider who have taken action following the inspection. The provider has created a risk assessment, planned routine checks and plans to make adjustments to the windows to manage the risk.