

Ark Care Services Limited

# Greenways Rest Home

## Inspection report

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## Ratings

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

## Overall summary

Greenways Rest Home is registered to provide accommodation and personal care for up to a maximum of 30 people. The home is a two-story building that has been adapted for its present use. There is a garden for people to use and car parking is available. At the time of the inspection, 20 people were accommodated in the home.

The manager had established effective infection prevention and control procedures which were understood and followed by the staff. The manager had introduced a screening process for visitors when entering the building, which included temperature checks as well as the provision of personal protective equipment (PPE).

Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection. The manager explained people's health and well-being was carefully monitored during this time.

There were plentiful supplies of PPE and stocks were carefully monitored. Staff had been trained in infection control practices and posters were displayed throughout the home to reinforce procedures. We observed staff were using PPE appropriately. There were sufficient staff to provide continuity of support should there be a staff shortage.

The layout of the service and the communal areas were suitable to support social distancing. The premises had a good level of cleanliness and was hygienic throughout. Housekeeping and care staff were following an enhanced cleaning schedule and there was good ventilation. The atmosphere of the home was calm and peaceful, and we observed staff were attending to people's needs.

The provider's infection prevention and control policies and procedures were up to date and audits had been carried out on a regular basis. The provider also had a business contingency plan and had developed guidance and risk assessments in relation to the current pandemic.

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

We always ask the following five questions of services.

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

**Inspected but not rated**

Further information is in the detailed findings below.

# Greenways Rest 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.

As part of CQC's response to the coronavirus 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 2 March 2021 and was announced. We gave 24 hours' notice of the inspection due to restrictions in place during the COVID pandemic.

## Is the service safe?

### Our findings

S5: How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.