

Memento Care Limited

Glenesk Care 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

Glenesk Care Home provides accommodation and personal care for up to 22 people. On the day of our inspection, 19 people were either living at the service or having a short respite stay.

We found the following examples of good practice.

The home was currently in 'Outbreak' status which meant the home was closed to non-essential visitors. People were provided with alternative methods of visitation from relatives. This included visits via a window, or communication via an iPad or face time on a mobile phone. The provider had made exceptions for people who were nearing the end of their life or had been assessed as being at increased risk of loneliness with their mental health being affected.

The provider was not currently fully following the government guidelines on essential care givers' being allowed access to the home. Essential care givers are permitted to offer companionship or help with care needs, even during an outbreak. We have informed the provider of this requirement and they advised us they would make the necessary amendments to their visiting policies.

In 'non-outbreak' periods visitors were not permitted to access the home without providing evidence of a negative LFT result. Professionals were required to provide evidence of vaccination against COVID-19. There was sufficient space indoors and outdoors for safe visitation to take place. Visitors were limited to agreed areas of the home to reduce the risk of the spread of infection. Most visits took place in people's bedrooms with a limit of no more than two people allowed access at one time.

Staff wore PPE where required. Staff wore new PPE after each time personal care was provided. There were ample stocks of PPE. Communal areas had been arranged in a way that encouraged social distancing. Although we were told it was difficult at times to enforce this as people wished to sit together.

Isolation procedures were in place to protect others from the risk of infection. Wherever possible, a dedicated team of staff supported people with their personal care, limiting the risk of the spread of infection.

The provider had processes in place that ensured the safe admission of new people to the home. Evidence of negative LFT and PCR results were required. People isolated in their bedrooms until the necessary negative test results had been received. Increased staff presence and activities within their bedrooms was provided to reduce the impact of isolation on people's wellbeing.

It was acknowledged isolation for people living with dementia was difficult at times. Increased support from staff was in place where needed. Posters were placed around the home offering guidance and information for people and staff advising them how to spot the signs of COVID-19 and to help to reduce the risk of spreading it.

People and staff were tested regularly. The frequency increased during outbreak status and if people showed symptoms of COVID-19. The provider had ensured they complied with Government guidelines on testing and vaccination for staff.

Regular cleaning of all touch points and other key areas were carried out throughout the day. We observed the home was visibly clean and tidy. The provider told us planned refurbishments of some corridors, bedrooms and bathrooms had been put on hold until the home was free of COVID-19.

There were enough staff to support people safely and to cover any staff holidays, sickness and COVID-19 isolation.

The provider considered staff member's wellbeing. A variety of initiatives were in place to thank staff for their support.

The provider had assessed the impact of potential 'winter pressures' and acted accordingly. Regular COVID-19, outbreak and other related audits were carried out to help identify any areas of concern. Action plans were in place and reviewed. The provider and registered manager met regularly to discuss any infection control concerns.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below

Inspected but not rated

Glenesk Care 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 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.

This inspection took place on 4 February 2022 and was announced. We gave the provider 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- The registered manager ensured during the covid pandemic people were able to see their visitors. However, during 'outbreak status' they were not fully incorporating the government's guidelines on visiting for 'essential care givers'. The provider acknowledged this needed to be amended and assured visitation policies would be amended to reflect this guidance.

We have signposted the provider to the relevant guidelines to assist them with developing their approach.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.