

# Gracewell Healthcare 3 Limited

# Gracewell of Bookham

## Inspection report

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18 February 2021

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## Ratings

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

# Summary of findings

## Overall summary

Gracewell of Bookham is a 'care home' providing personal and nursing care for up to 70 people. The service is provided in one adapted building which is divided into three wings, each with their own lounge and dining area. At the time of our inspection 54 people were living at the service.

We found the following examples of good practice.

- Enhanced visiting processes in place and being reviewed to keep in line with Government guidance. This ensured that people who had been identified as struggling through the pandemic or showing any distressed behaviour had been able to have access to visitors. Each visit through the pandemic was risk assessed on an individual basis to ensure people and relatives were kept safe.
- There was a high level of communication with people and relatives through the pandemic. The registered manager had provided updates on a regular basis to relatives around any outbreaks and provided updates on people's health and wellbeing to relatives. The registered manager was able to obtain additional feedback and ideas from people's relatives on ways to encourage people through the pandemic to keep it as person-centred as possible.
- The provider set up a Covid-19 taskforce which provided support to all the services in the organisation. The taskforce concentrated on ensuring all Government guidance was passed through to services. The taskforce also reviewed how each service had been responding and provided support and guidance around all areas such as human resources, management, dining and policy changes.
- The registered manager involved staff with the daily management around Covid-19. A staff member had taken on the responsibility of Covid-19 coordinator within the home. This staff member was responsible for monitoring daily tasks such as Covid-19 testing with people and relatives. This ensured any identified actions were identified in a timely manner and brought to the attention of the registered manager to be actioned.
- During any outbreaks of Covid-19 in the home it had been possible to split the home into zones to minimize the spread of infection. If needed these zones could also be split further to ensure there was no mix of residents who had tested positive and those who had tested negative.
- Any potential admission into the home were part of a robust management process to ensure all details had been obtained to be able to complete an individual risk assessment prior to attending the home. Any new admissions into the home were also subject to a 14-day isolation period and regular testing as per Government guidance.
- The registered manager had ensured there was plenty of personal protective equipment (PPE) available to staff. Staff had been observed safely using PPE within the home. PPE stations had been set up outside of rooms and discreet, yet clear signage was on display to remind staff of the people who were isolating within their rooms.

## 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**

# Gracewell of Bookham

## **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. We visited the service due to a number of previous outbreaks of Covid-19 within the home. This was a targeted inspection looking at the infection control and prevention measures the provider has in place. This inspection took place on 18 February 2021 and was announced.

# Is the service safe?

## Our findings

S5 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.