

WCS Care Group Limited

Attleborough Grange

Inspection report

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26 November 2020

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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

Attleborough Grange is a residential care home providing personal and nursing care to 32 people aged 65 and over at the time of the inspection. The care home accommodates 32 people across three separate units, including people living with dementia.

We found the following examples of good practice.

The provider implemented a one way entry and exit system to minimise congestion in certain areas. Designated changing rooms were used for staff and available for relatives as part of the home's visiting protocol. A visitor's room was adapted to make it self contained. Families were contacted either daily or weekly with updates so information about COVID-19 cases in the home could be shared to ensure transparency.

A sanitising and laundry programme was implemented for people newly admitted to the home from hospital or the community. People were encouraged to provide their clothes prior to their admission so these could be laundered on site, ready for them moving to the home. Bags brought into the home would either be sanitised, washed or quarantined for three days.

Wipeable cleaning schedules were located above all touch points to ensure regular cleaning was carried out and checked throughout the day. Staff were taught 'softer' symptoms of COVID-19 to monitor more subtle changes in people's health and a COVID-19 tracker was recently implemented. This was used to monitor people's health and wellbeing, capture any changes to their health and oversee key dates for testing and isolation.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Attleborough Grange

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 26th November 2020 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.