

Gracewell Healthcare Limited

Gracewell of High Wycombe

Inspection report

The Row
Lane End
High Wycombe
Buckinghamshire
HP14 3JS

Tel: 01494412252

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22 December 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

Gracewell of High Wycombe is a nursing home which can accommodate up to 72 people. Fifty three people were using the service at the time of this visit. People were accommodated in single, en-suite bedrooms.

This service has a dual registration which means there are two registered providers jointly managing the regulated activities at this single location. This means the service is subject to one inspection visit, however, the report is published on our website twice, under each provider.

We found the following examples of good practice.

Visitors were restricted during the current outbreak of Covid-19. Lateral flow tests were carried out before visitors could access the building. A separate area had been created to carry out these tests and for the visitor to wait in. Full personal protective equipment (PPE) was then provided to keep the person and those living and working at the service safe. Families were able to visit to see people receiving end of life care, using these processes.

Staff were tested before they came on duty, using lateral flow tests. They also received regular weekly testing. Anyone who tested positive followed isolation procedures and remained off work until there was no risk of transmission. Agency workers had been used to help support the home where several staff needed to be off work. These workers were block-booked and only worked at this service, to reduce the risk of transmission from home to home.

The risk of transmission around the building by staff had been assessed and reduced. For example, staff rest rooms had been created in the part of the home they worked in, to reduce movement from floor to floor. Staff had completed training on infection control practices. The risks of potential exposure to the virus had been assessed for all staff, taking into account health conditions and high risks associated with people from black, Asian and other ethnic minority backgrounds.

The service had good supplies of PPE. This was readily available at the entrance and around the building. There were clearly marked areas for donning and doffing PPE and clinical waste bins were provided for disposal. Hand sanitiser was available throughout the building.

People were tested prior to admission to the home and isolated in their room. Managers had been able to use vacant rooms to create isolation areas for people who had tested positive. Risk of transmission had been reduced through numerous practices, such as removal of table cloths and using disposable crockery and cutlery for people who were isolating. Regular testing was carried out for people who used the service.

The premises were kept in a clean and hygienic condition throughout by a team of housekeeping staff. Fumigation had been undertaken by external contractors the day before this visit.

The home had liaised with appropriate external bodies for advice and guidance, such as Public Health England. Managers were also undertaking a root cause analysis, to help prevent further occurrence. A business contingency plan was in place, to reduce the effects of potential disruption to people's care. There were policies and procedures to provide guidance for staff on safe working practices during the pandemic. Auditing and observation of care practice took place to ensure these were adhered to.

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 High Wycombe

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 22 December 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.