

Bupa Care Homes (AKW) Limited

# Collingwood Grange Care Home

## Inspection report

Portsmouth Road  
Camberley  
Surrey  
GU15 1LD

Tel: 01276670700

Date of inspection visit:  
08 April 2021

Date of publication:  
20 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Collingwood Grange provides residential and nursing care to up to 75 people, some of whom may be living with dementia. Accommodation is arranged over two floors. There were 42 people living at the service at the time of our inspection.

We found the following examples of good practice.

A clear visitors process was in place which enabled people to see their loved ones safely. Visits were booked in advance and health screening was completed prior to visitors entering the building. People were able to receive their visitors in their room or in a designated visiting pod. In addition, people were supported to use video calls to maintain contact with family and friends. People's well-being had been closely monitored whilst visiting was restricted. This included the dementia specialist for the organisation reviewing people's care plans to ensure individual activities provided were person centred.

The home was clean and hygienic throughout. High touch areas were labelled as hot spots to remind people and staff to take additional precautions. Cleaning routines had been enhanced in response to the pandemic and detailed records were kept to ensure these high standards were maintained. The layout of the building had been used effectively to enable people to socially distance. Staff worked in specific areas to minimise the risk of cross infection.

People and staff undertook COVID-19 testing in line with government guidance. A specific area had been designated for testing and allocated staff members coordinated the process. There was a good stock of personal protective equipment (PPE) which was accessible throughout the service. Staff had received training on how to use and dispose of PPE safely.

Staff told us they felt valued and supported by the management team. The provider had ensured staff had access to up to date guidance and that individual risk assessments were completed. Staff support systems had been made available such as counselling, well-being services and a COVID-19 welfare fund.

## 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**

# Collingwood Grange 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 the COVID-19 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 8 April 2021 and was announced.

# Is the service safe?

## Our findings

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.