

Glendon House Limited

Glendon House

Inspection report

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04 March 2021

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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

Glendon House is a care home providing accommodation and personal care for up to 36 people aged 65 or over, some of whom may be living with dementia. At the time of the inspection 28 people were living in the home.

We found the following examples of good practice:

All visitors had their temperature taken and asked to sanitise their hands prior to entering the home. Visitors were also required to put on their Personal Protective Equipment (PPE) in the porch area. There was clear signage on the exterior of the building. This advised visitors not to enter if they had any symptoms of COVID-19, what PPE to wear and to maintain social distancing.

Staff were observed to be wearing the correct PPE and were encouraging people to maintain social distancing.

People were supported to maintain contact with their relatives. In the summer people were able to see their relatives in a marquee outside. The provider also purchased a wooden cabin to facilitate visits. The cabin was divided into two separate areas with a perspex screen in place which could be removed. People were also able to receive window visits and maintain contact with their relatives via telephone and video-calling.

When staff arrived for work, they used a separate entrance to an office area. This separate area allowed for staff to change into their uniform and put on their PPE before entering the home.

People living in the service and staff were tested for COVID-19 at the intervals stipulated by the government's testing guidelines.

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

Glendon House

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 coronavirus 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 4 March 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.

We have also signposted the provider to resources to develop their approach.