

# The Fisher Partnership Limited

# Greenwell House Care Home

## Inspection report

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Date of inspection visit:  
02 November 2020

Date of publication:  
02 December 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Greenwell House Care Home is a nursing home providing personal and nursing care to up to 20 older people. At the time of this inspection, 14 people were using the service.

We found the following examples of good practice.

- Suitable areas to put on and take off personal protective equipment (PPE) was in place. PPE was stored appropriately to reduce the risk of contamination.
  - All staff had completed training in relation to infection prevention control, PPE and Covid-19.
  - The registered manager had processes in place to ensure staff were competent in putting on taking off PPE in accordance with guidance.
  - The registered manager had introduced measures to ensure social distancing was followed. Staff handover meetings now took place in areas which could accommodate social distancing and staff breaks were arranged to ensure social distancing could be adhered to.
  - Regular testing of staff and residents was in place. The registered manager had taken swift action to ensure any staff who displayed symptoms were sent home to isolate.
  - Posters and guidance in relation to IPC, PPE and government guidance were displayed around the service to ensure staff had access to up to date information. The registered manager ensured any changes to government guidance were shared with the staff team during handover.
  - Staff supported people's social and emotional wellbeing. The registered manager and staff kept family members up to date about the latest guidance and their relative's health via regular telephone calls and other technology including face time.
- 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 that this service met good infection prevention and control guidelines.

**Inspected but not rated**

# Greenwell House 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 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 2 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 and 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's infection prevention and control policy was up to date.