

Greta Cottage Limited

Greta Cottage

Inspection report

Greta Street
Saltburn By The Sea
Cleveland
TS12 1LS

Tel: 01287622498

Date of inspection visit:
10 November 2020

Date of publication:
03 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

About the service

Greta Cottage is a residential care home providing personal care for up to 29 people. It is housed in an adapted building. At the time of the inspection 26 people were using the service.

People's experience of using this service and what we found

Staff were following guidance in place to protect against the risks of infection. Staff had access to equipment and maintained social distancing. People were admitted into the home safely and had access to regular testing. Following inspection, risk assessments for staff and a more detailed audit were put in place.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 29 August 2019).

Why we inspected

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 10 November 2020 and was announced.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Greta Cottage

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

One inspector carried out this inspection.

Service and service type

Greta Cottage is a 'care home.' People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection .

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave a short period notice of the inspection to allow the home and us to manage the risks of infection.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from Redcar & Cleveland local authority and professionals who work with the service, such as South Tees infection prevention and control team. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took

this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with four people who used the service. We spoke with three members of staff including, registered manager, one care worker and a member of domestic staff.

We reviewed records relating to infection prevention and control. This included policies and audits.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to review the Infection Prevention and Control practices at the home to make sure they were safe, and the service was compliant with IPC measures.

Preventing and controlling infection

- Audits were limited in scope. A more detailed audit was introduced following inspection feedback. Areas for action within this new audit had been identified and addressed.
- People and staff had access to regular testing. Staff had been innovative in managing a recent outbreak. People said they were happy with how they had been cared for during the outbreak. They had been kept up to date with changes taking place at the home to manage the outbreak.
- New procedures were in place for visitors to manage the risks of cross infection.
- Staff had access to equipment to manage the risks of infection. Staff were proactive in maintaining social distancing. People had been supported to keep in touch with their relatives.

The registered manager responded to feedback and put new procedures in place straight away. We recommend the provider ensures these improvements are embedded and systems to monitor the prevention and control of infection are continually reviewed and updated.