

Bath Centre for Voluntary Service Homes

Greystones

Inspection report

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23 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

Greystones is a care home registered to provide accommodation and personal care for up to 26 older people. At the time of this inspection 18 people were living there.

We found the following examples of good practice:

People have been supported to maintain contact with their friends and relatives throughout the pandemic. Window visits and telephone or video calls were arranged for people. The staff were following government guidance in implementing safe in-house visiting. Visits had to be pre-booked. All visitors had to have a negative lateral flow COVID-19 test (LFT) before entering the home, their temperature was checked, and they were asked to use hand sanitising gel and wear a face mask. People's family and friends were kept informed of the visitor's policy and procedures that had to be followed.

No new people had been admitted since the start of the pandemic however their policy and procedure were that they would need to have a negative COVID-19 test result and agree to be isolated in their bedroom for a 14-day period. If any person was admitted to hospital, they would not be able to return to Greystones without a negative test result. The person would then be isolated in their bedroom for 14-days.

Peoples' health care needs continued to be met. The staff team liaised with the GP practice to share information and gain advice. A community nurse visited each day to meet one person's treatment plan, but other health care professional visits would only be arranged if essential. Each person and the staff team had received their first dose of the COVID-19 vaccination.

A weekly COVID-19 testing programme was in place for staff. People who lived at Greystones were tested every month. Additional tests would be performed if any were unwell or presented with COVID-19 symptoms.

Staff maintained social distance from each other and the people they looked after as much as they were able. Staff always wore a face mask on duty but added an apron and gloves when delivering personal care. They changed their clothes upon arrival at work and their uniforms were washed at work. There were four communal areas within Greystones which meant people were able to spread out from each other. A significant number of people however, preferred to remain in their bedrooms during the day. All bedrooms were for single occupancy. Some had their own en-suite facilities, others had a wash hand basin and a commode. People would need to be isolated in their bedrooms if there was an outbreak of COVID-19. The service had plentiful supplies of PPE.

A dedicated team of domestics maintained the cleanliness of all areas of the home. The home was clean and tidy and extra touch-point cleaning tasks had been added to tasks lists. The registered manager and deputy monitored the staff going about their duties to check compliance with PPE and the cleanliness of all areas of the home.

Infection prevention and control (IPC) training for all staff had been refreshed via an e-learning training package. This included donning and doffing of PPE and hand hygiene.

The provider had reviewed their infection prevention and control policies. These had been updated in line with COVID-19 guidance. The registered manager had regular contact with the local infection control teams and also the local authority, completing a 'daily tracker' update.

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 the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Greystones

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 was 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 prevention and control measures the provider has in place.

The inspection took place on 23rd March 2021 and was announced.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.