

Your Health Limited

The Grange and Elm Court

Inspection report

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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

The Grange and Elm Court is a care home registered to provide accommodation and personal care for up to 43 people. The service supports older people and younger adults, some of whom may have physical disabilities or mental health needs. The Grange is staffed 24 hours a day, whilst Elm Court provides care and support during the day for people who are living more independently.

We found the following examples of good practice.

- At the time of our visit access to the home was restricted for non-essential visitors. As a result, visits from relatives and friends were taking place in the gardens which could be accessed without needing to enter the premises. The service has a large amount of outside space which has been used effectively to promote safe visits, such as the installation of a visiting pod and the erection of wooden shelters and tents. There were also socially distanced seating areas for people to socialise safely. Relatives and friends had been kept informed of any visiting restrictions and the guidelines they were expected to follow.
- The premises were clean and well maintained. Additional cleaning schedules had been introduced, which included tasks such as sanitising key code panels and light switches every two hours. All staff had received recent training in infection control and prevention.
- A number of initiatives had been introduced to ease the anxiety of both residents and staff during the coronavirus pandemic. For example, care workers watched TV news updates on the pandemic with people and had discussions afterwards. Managers gave regular updates to residents and staff in the garden. We were told people really appreciated this level of communication.
- The provider had issued guidance on how to communicate with face coverings, i.e. speaking loudly and clearly, maintaining eye contact, not wearing any hats or anything that could conceal faces further and to wear clothing or their hair in a way that a person would recognise. Care staff also provided reassurance to visitors, reminding them people living with dementia might struggle at first to remember or recognise them. Care staff had guidance in place to prepare people for a visit. For example, by looking at photographs of the visitor and talking to them about their relationship.

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Grange and Elm Court

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 7 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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