

# Barchester Healthcare Homes Limited

# Alice Grange

## Inspection report

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27 January 2022

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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

Alice Grange is a care home providing personal and nursing care for up to 80 people across three floors. One of the floors provides care to people living with dementia. At the time of our inspection visit there were 41 people living at the home.

We found the following examples of good practice.

The home had policies and procedures to assist the manager and care workers to manage any risks associated with the COVID-19 pandemic.

Care workers had received training to help ensure their knowledge on infection prevention and control was up to date.

The home had Personal Protective Equipment (PPE) stations for care workers to don and doff (put on and take off) PPE. Our observations during our visit confirmed care workers were adhering to PPE and social distancing guidance.

People were supported to stay in touch with their relatives and friends and the manager supported visiting at the home. There were clear processes in place for visitors to the service. They were screened for COVID-19 symptoms, a negative LFD test was required on arrival and they were asked to wear appropriate PPE.

People living at the home and care workers were undertaking COVID-19 testing in line with Government guidance. Appropriate action had been taken if anyone contracted the virus including care workers who were supported to self-isolate. Care worker absence was being effectively managed where shift cover was required.

The home was visibly clean. Cleaning schedules were in place with additional cleaning protocols to ensure all high touch points were regularly sanitised.

The home maintained close links with healthcare professionals including the local GP practice. If medical advice was needed, this was obtained in a prompt manner.

## 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**

# Alice Grange

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 27 January 2022 and was announced. We gave the service 48 hours' notice of the inspection and spent this time planning and making telephone calls to people who live at Alice Grange and their relatives to seek their feedback on the care they receive.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staffing pressures

### 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 care worker.
- 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.

Throughout the COVID-19 pandemic the home's manager had taken a pragmatic approach to visiting. The use of spare rooms and risk assessing, enabled visits to safely take place in order that people were able to maintain relationships important to them. During times when visiting had been restricted, due to either provider or Public Health England guidance or outbreak, the manager and care workers supported people to stay in contact with family and friends through regular video and telephone calls as well as visits in person where people were unwell or considered to be receiving end of life care.

Government guidance states that every person living in a care home should be supported to have an identified essential care giver (in addition to their named visitors) who may visit their family member to offer companionship or help with care needs. Essential care givers should be able to visit inside the care home even during periods of COVID-19 outbreak affecting the care home. Despite reassurance from the manager that the provider had sent communications to all relatives about the role of an essential care giver to them, some relatives told us they were not familiar with this role of what it could mean for them as a family member of someone living in the care home. We suggested the manager contact relatives again to outline the role of an essential care giver.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt care workers and visiting professionals were vaccinated against COVID-19.