

Park Homes (UK) Limited

Charlotte Grange Care Home

Inspection report

Charlotte Grange
Flaxton Street
Hartlepool
TS26 9JY

Tel: 01514203637

Date of inspection visit:
11 January 2022

Date of publication:
15 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Charlotte Grange Care Home provides accommodation and personal care for up to 46 people, some of whom were living with a dementia. At the time of our inspection there were 46 people living at the home.

The service operated a robust procedure for those visiting the service including ensuring that visiting professionals were vaccinated against COVID-19.

The home was clean. Additional cleaning was being carried out including frequent touch points such as handrails and door handles.

Staff had completed IPC training, including putting on and taking off PPE. The registered manager conducted competency reviews to ensure practises remained safe.

The service supported people to access health and social care services. They had developed a partnership with a local GP service which supported in prompt referrals to other healthcare services.

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

Charlotte Grange 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 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 11 January 2022 and was unannounced.

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 staff 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 somewhat assured that the provider was meeting shielding and social distancing rules. Whilst the registered manager was absent government guidance regarding service users isolating had not been followed correctly. This was immediately address during our inspection.
- 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. However, this was not always recorded. The registered manager introduced a new system of monitoring test results.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.