

Golden Manor Healthcare (Ealing) Limited

Charlton Grange Care Home

Inspection report

Charlton Lane
Upper Halliford Village
Near Shepperton
Middlesex
TW17 8QN

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Date of inspection visit:
11 March 2021

Date of publication:
16 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Charlton Grange Care Home provides accommodation, nursing and personal care for up to 62 older people, including people living with dementia. The home is purpose-built and accommodation is arranged over two storeys. There were 57 people living at the home at the time of our inspection.

We found the following examples of good practice

Staff retention had been good throughout the pandemic and there had been no use of agency staff. This meant people received consistent care and the risk of COVID-19 being spread by staff who worked at other services was eliminated.

During periods when people had to self-isolate, staff ensured people did not become socially isolated, spending time with people in their rooms on a one-to-one basis. Since the communal rooms had reopened, the home's lounges and dining rooms had been arranged in a way which enabled people to socialise while maintaining social distancing and activities had restarted in small groups.

Additional cleaning had been implemented during the pandemic, including of equipment and of frequently touched areas. Standards of hygiene and IPC were monitored by the management team. Staff had attended training in infection prevention and control (IPC) and the use of personal protective equipment (PPE). Team meetings were used to keep staff up to date with important messages and updates about COVID-19 and to remind staff of the importance of using PPE effectively.

People had been supported to access healthcare professionals when needed despite the challenges posed by the pandemic. GP consultations were available via video link while some health care input, such as physiotherapy and mental health reviews, had continued face-to-face.

There were arrangements in place to manage visits safely. Visitors were required to take a lateral flow test (LFT) and wait for a negative result before entering the home. Visitors also had their temperature taken, completed a COVID-19 screening questionnaire and were required to wear appropriate PPE

New admissions were managed safely. People planning to move to the home had to have a recent negative COVID-19 test result and undergo a period of self-isolation following admission.

Further information is in the detailed findings below.

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

Charlton 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 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 11 March 2021 and was announced.

Is the service safe?

Our findings

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.