

Bupa Care Homes (CFChomes) Limited

Elm Grove Care Home

Inspection report

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26 November 2020

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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

Elm Grove Care Home provides nursing and personal care to 60 people. It specialises in the care of people who live with dementia. People lived in two separate units. Elm Grove provided accommodation and nursing care and at the time of this infection prevention and control review was providing support to 21 people. Chestnut Lodge provided accommodation and personal care and was supporting 14 people at the time of this review.

We found the following examples of good practice.

- People were supported to remain in contact with family members and friends. The care home had been supporting safe garden visits and visitors had been kept informed about the visiting arrangements. At other times alternative ways, including the use of technology, had supported people's ability to remain in contact.
- Relatives had been supported to visit when their relative had been receiving end of life care. Those who could not visit at this time, due to COVID-19 restrictions or health risks, had been supported to virtually visit their relative using technology.
- People had been supported to socially distance although this was more difficult when supporting some people who lived with dementia. Staff took appropriate action to reduce risks associated with this. Alterations had been made to how the environment was used and changes in how social activities were provided had been made.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for 14 days following admission to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people as this was required.
- Action had been taken to reduce the risk of infection spreading which had included the correct use of personal protective equipment (PPE), isolation of people affected by COVID-19 and the cohorting of staff to reduce the spread of infection. The provider's staff only worked in one location and agency staff were also limited to working in one location.
- People and staff were tested in line with national guidance for care homes. Testing had helped managers identify when full infection control measures needed to be implemented and when staff needed to self-isolate.
- As part of full infection control measures laundry and waste arrangements had been correctly implemented to reduce the spread of infection.
- Cleaning schedules had been enhanced and were followed by housekeeping staff and care staff. This included the additional cleaning of frequently touched surfaces to reduce the risk of infection spreading.
- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference.
- Staff had received training and support on how to implement the provider's outbreak management plan. Well maintained records showed that staff had taken immediate action to manage an outbreak situation

and they recorded the ongoing actions taken to support people and staff through an outbreak of COVID-19.

- The provider's senior management team had provided support and guidance to the home's management throughout the COVID-19 outbreak. Reflection and lessons learned will be used to support further learning around the management of COVID-19.

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?

We were assured the service was following safe and correct infection prevention and control procedures.

Inspected but not rated

Elm Grove 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 26 November 2020 and was announced.

Is the service safe?

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.