

# Shaw Healthcare Limited

# Glebe House

## Inspection report

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Date of inspection visit:  
30 March 2021

Date of publication:  
04 May 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Glebe House is a care home and is one of a group of homes owned by a national provider, Shaw Healthcare Limited. Glebe House can accommodate up to 40 people, some of whom are living with dementia. At the time of the inspection there were 31 people living at the home.

We found the following examples of good practice.

The provider had an up to date visiting policy in place to ensure that visiting was safe for people living at the service and their families. The home had recently opened to visitors following an outbreak of Covid-19 and had safe practices in place for their arrival, for example visitors were encouraged to sanitise their hands, have their temperature taken, wear personal protective equipment (PPE) and complete a lateral flow test for Covid-19. Visits were by appointment only, the time and duration of visits were spaced to allow for cleaning.

People who were admitted to the home or from hospital were isolated in accordance with government guidance. People with symptoms of Covid-19 and those that had received a positive test were isolated in single occupancy rooms and where possible in one area of the home. The provider promoted a whole home isolation approach, once one person had tested positive all residents were isolated to robustly track and test those that may have come into contact with the positive person, to reduce the risk of potential transmission.

Staff understood the importance of using personal protective equipment (PPE), they had received training and were confident in their knowledge of PPE and how to dispose of it safely. Staff were observed wearing correct PPE and promoting hand hygiene, and the registered manager had developed a Covid-19 handover sheet which staff could carry to remind them of good IPC practice.

The premises were clean and hygienic and there were daily cleaning schedules in place for rooms and communal spaces. There were extra cleaning schedules in place for the cleaning of high touch areas and staff were confident in their roles and responsibilities relating to these tasks. Cleaning schedules are reviewed daily by the supervisor to ensure schedules had been met and any concerns are brought to the management's attention.

The provider had a range of policies relating to Covid-19 and infection control practices. Policies were up to date and showed amendments made to reflect changes in government guidance or the care homes individual circumstances.

## 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**

# Glebe House

## **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 that have experienced an outbreak 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 30 March 2021 and was unannounced.

# 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 somewhat assured that the provider was accessing testing for people using the service and staff. Although the registered manager had good oversight of when people and staff would be tested, all test results for people would be sent only to the registered manager. Having one person receive the results could cause a delay in implementing isolation procedures if someone had tested positive and they were away from work at the time. This was raised with the registered manager who told us they would look into contingency planning for the receipt of Covid-19 test results in their absence.
- 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.