

Cedar Care Homes Limited

Gracefields Nursing Home

Inspection report

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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

Gracefields is a care home that provides personal and nursing care for up to 50 people. The service is provided in accommodation over three floors. At the time of this inspection 47 people were living in the home.

We found the following examples of good practice.

Safe provision had been thought about when receiving professional visitors to the home. Prior to our visit the policy and procedure for visiting professionals was shared with us so that we knew what to expect on arrival. Professionals are asked not to visit the service if they displayed any symptoms related to Covid 19.

We were greeted by the registered manager and had our temperature taken, we were asked to wash our hands and to wear the PPE given to us. This included, an apron, gloves, mask and shoe protectors. We were then escorted directly to the registered managers office to commence the inspection. All visitors are asked for contact details to support the track and trace system. They were shown to the area of the home they were visiting, by the shortest and most direct route.

Supporting the emotional wellbeing of people and their families had been paramount throughout the pandemic. The registered manager and staff took pride in ensuring contact was maintained through various initiatives. They were very sensitive to the situation and people's feelings including anxiety, sadness and loss. Throughout the spring and summer garden visits were arranged by appointment. Procedures ran smoothly and designated staff were available if required whilst promoting privacy for people and their relative.

As the autumn winter season was approaching the provider had considered alternative visitor arrangements. An internal pod was being installed on the day of our inspection. The pod had external access to help reduce entry to other parts of the service and reduce risk. Up to six family members could visit their loved one at each appointment. A hearing loop system was installed to provide effective communication between each other. Each person had been individually risk assessed to ensure visits were person centred. This would help ensure their visits were meaningful whilst maintaining their safety, meeting needs and respecting privacy. Each person would have a wrist watch that could summon a designated member of staff should they require assistance, for example if they needed to use the bathroom facility. The design and size of the pod would facilitate visiting entertainers to the home and various things had been planned for Christmas.

For those people who were bedbound or receiving end of life care, potable Perspex screening was available so that family members could visit in people's rooms. The robust visitor's policy and procedure we previously mentioned would then be applied.

From the onset of the pandemic staff had put people's best interests at the heart of these difficult times.

During these circumstances they had sacrificed their own personal lives in order to protect people. For many months at the start of the pandemic a cohort of staff had agreed to live in the home to help reduce the spread of the virus. All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager was very proud of all staff, she recognised and celebrated all of their efforts and their values as a whole team.

Gracefields had clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received training and regular updates were provided. 'Covid' handbooks were available in different languages, for staff to read. The registered manager and senior staff completed daily 'spot checks' and regular supervisions. These were completed to check staff understanding and compliance with use of PPE and infection prevention and control practices. There was effective, supportive communication between the directors, area manager, registered manager, staff, people using the service and relatives.

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 infection prevention and control procedures to keep people safe.

Inspected but not rated

Gracefields Nursing 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 28 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.