

Mrs Zeenat Nanji & Mr Salim Nanji

Grasmere Rest Home

Inspection report

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Date of inspection visit:
25 August 2020

Date of publication:
14 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Grasmere Rest Home is a 'care home' for older people, some of whom live with dementia. The service can accommodate up to 25 people. There were 22 people living at the service at the time of this visit.

We found the following examples of good practice.

- The service booked visits for families and friends and staggered the times of visits to reduce the risk of infection transmission between people. Visits took place in the garden or in a designated area in the lounge. Visitors had their temperature taken before entering the home, were screened for Covid 19 symptoms and provided their contact details for test and trace purposes. Visitors were given Personal Protective Equipment (PPE), including hand sanitiser and face masks, which they had to wear throughout their visit. The service provided detailed guidance to staff and visitors on how to put on and take off PPE.
- Staff were allocated to work in specific areas of the home, with specific colleagues to reduce the risk of spreading infection. People that were isolating or shielding had their own dedicated staff who provided a support bubble to support all their needs. The home used video calls to make sure people had regular contact with their families and friends and to provide people with activities.
- The service had an infection prevention and control lead and people were admitted into the home in accordance with national guidance. The provider made sure people being discharged from hospital had been tested before being admitted into the home. The provider was regularly testing people and staff for Covid 19, in accordance with government guidance.
- The provider supported people and staff to stay safe. Staff had been trained and were confident in the management and prevention of infection. Additional measures had been introduced to clean the service and make sure the risk to people and staff was reduced. Staff had individual Covid 19 risk assessments. Examples included, the risk of staff using public transport to get to work and staff in higher risk categories, including Black, Asian and Minority Ethnic staff. The provider's infection prevention and control policy and business contingency plan had been updated to include 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 infection prevention and control procedures to keep people safe.

Inspected but not rated

Grasmere Rest 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 25 August 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

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.