

Mr Michael John Hitchens

# Gratwick House

## Inspection report

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16 March 2021

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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

Gratwick House is a residential care home and is registered to provide accommodation and personal care for up to 22 people. At the time of inspection, 21 people were living in the home.

We found the following examples of good practice.

People were supported to receive visits in a variety of ways including garden visits, window visits and contact through video calling. Through the pandemic the home had acted in accordance with government visiting guidance and had adapted the home to enable people to receive visitors safely, such as an indoor visiting room. Visitors took a Lateral Flow Device (LFD) test and had a temperature check before the visit to test for Covid-19. Visitors were supplied with Personal Protective Equipment (PPE) such as masks, to prevent the risk of spread of infection.

When government guidance had restricted visiting, people had been supported to stay in touch with relatives using video calls and an online relatives' gateway. Staff also regularly updated relatives on the wellbeing of their loved one.

People and staff participated in regular coronavirus testing in accordance with current guidance.

Staff were observed wearing PPE in line with good practice. Staff had developed simplified PPE posters to support donning and doffing practices.

A relative shared their experience with us. They had been so thankful to the team at Gratwick House how they had provided support and reassurance throughout the pandemic and had supported family members to stay in contact with their loved ones. They told us, "They have taken time to speak with us and their attention to detail is impeccable".

## 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**

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## **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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 March 2021 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.