

Methodist Homes Hall Grange

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

Hall Grange is a residential care home for older people and people living with dementia. The service can support up to 86 people. There were 74 people living in the home at the time of this inspection.

We found the following examples of good practice.

People were in regular contact with their families. Relatives were able to visit people in the communal garden and have window visits. People receiving End of Life Care and those with dementia struggling with lockdown had a nominated Essential Family Carer (EFC) that was allowed to visit them inside the home during lockdowns. Staff made sure visits were carried out in a safe way. When relatives were not able to visit, they kept in touch with people through video and telephone calls. Staff kept relatives regularly updated about people through emails, telephone calls and social media.

Staff screened all visitors to the service for symptoms of infection and gave them information about the safety procedures they should follow to ensure their safety and the safety of residents and staff. People and staff were tested for COVID-19 in line with current guidance. The service also tested the EFCs when testing staff.

All staff had been trained in infection prevention and control (IPC) and the use of personal protective equipment (PPE). There were designated areas for staff to don and doff PPE and hand sanitising and washing facilities were easily accessible to people, staff and visitors. There were COVID-19, PPE and hand washing information signs throughout the home. We observed staff followed current IPC guidance and practice throughout our visit. Staff only worked at this location and were cohorting to reduce the risk of spreading infection. This meant the same staff worked in the same units and did not spend time on the other units.

The home had two designated lead staff for IPC to make sure staff complied with current guidance and practice. Any concerns found during the registered manager's checks and IPC audits were acted on immediately.

The service's IPC policy was up to date and in line with current guidance. The service had plans in place to respond immediately and appropriately to an outbreak of infection to ensure the safety of people and staff.

The service had surveyed people's wellbeing and got people's feedback on the impact of COVID-19 and lockdown. The provider used the information to respond to people's concerns and needs and took targeted steps to improve people's experiences and wellbeing.

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.

Details are in our safe findings below.

Inspected but not rated

Hall Grange

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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 10 November 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.