

Hallmark Care Homes (Wokingham) Limited

Alexandra Grange

Inspection report

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10 February 2022

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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

Alexandra Grange is a care home providing accommodation and personal care to 41 people over at the time of the inspection. The service can support up to 58 people.

We found the following examples of good practice:

The registered manager and deputy manager were knowledgeable, skilled and experienced in managing infection prevention and control. They were passionate about the safety of people at the service.

There were sufficient supplies of personal protective equipment.

All areas of the building were extremely clean. Daily walk arounds by the management team checked the cleanliness of each area in the service.

Hand hygiene points in bathrooms and along corridors were clean, accessible and fully stocked.

The service ensured that visitors had their COVID-19 vaccination status and lateral flow test checked before entry to the main building. This ensured people's protection from the risk of infection.

The service worked closely with the local authority and clinical commissioning group to keep people safe. They also kept up to date with best practice initiatives and shared information with other locations within the provider's group of care homes.

Audits were completed to scrutinise infection prevention and control. The findings were taken seriously, and the management team acted promptly to respond to any areas for improvement.

Records regarding staff vaccinations were detailed, accurate, easy to interpret and showed only those eligible to work at the service were employed.

Essential caregivers were promoted to be part of people's lives. Appropriate risk assessments and testing were in place. We met an essential caregiver who praised the staff's efforts of ensuring people's safety.

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

Alexandra 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 10 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- Visiting was in line with government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.