

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Painswick Road Care Home Ltd

Location / Core Service address	Date
Saintbridge House Nursing and Residential Home 189 Painswick Road Abbeydale, Gloucester GL4 4QQ	06/07/2020

Dear Painswick Road Care Home Ltd

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

This ESF conversation was held with the registered manager and nominated individual. From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Infection control products: The care home has always been adequately supplied

with PPE. The provider has organised this but has had to absorb hugely inflated prices to ensure PPE stocks remain readily available for use.

Infection control practice: Staff have been trained to wear PPE correctly, this has included training in donning and doffing. Guidance regarding use of PPE and other infection control and prevention [IPC] practices has been adhered to and followed throughout the pandemic. Staff are aware of what 'sustained transmission' of the virus means and continue to wear face masks at all times.

Improving and delivering care: You had an outbreak of COVID-19 in your home and you followed your IPC plan which involved setting up Red and Green zones to reduce the risk of the virus spreading further. Staff were cohorted to work in one or the other zone. At times it was challenging for staff to support those who required isolation but who lacked mental capacity to understand why. You did this by continuing to adhere to the principles of the MCA and ensuring people's human rights were upheld.

Testing for COVID-19: You have organised testing for people and staff when they have had possible symptoms of COVID 19. You have also completed repeated testing on people who have been isolated to inform your IPC actions. The government's latest information on testing in care homes [date 3 July 2020] has been forwarded to you in a separate email. You will ensure people are tested prior to admission to the home to help inform your IPC actions.

Care and treatment for COVID-19: You have retained contact with GPs who have reviewed people who have become poorly. There have been no concerns with access to supplies of medicines. You continued to support people to have a dignified and comfortable end of life. Relatives have been able to be with and support their loved ones at the end of their life.

Non-COVID-19 care and treatment: People's care and health needs have been continued to be assessed and met. People who have required assessment, for example, by an OT, have been assessed virtually and the subsequently required equipment obtained.

Staff cover: You have managed to have enough staff on duty at all times. The staff team is well established and you have achieved this by working flexibly with them when managing staff rosters.

Staff support and training: You have provided support to your staff at all times. The registered manager and clinical lead have worked alongside staff and have therefore been able to provide support, reassurance and guidance. You have been aware of the needs of staff throughout the pandemic and offered flexible support. This has included transporting staff to and from work and working around their child-care responsibilities. You have continued to support staffs' learning and have organised on-going training. This includes mental health first aid.

Management of the service: The provider's quality monitoring processes have continued. Audits have been completed and the infection control audit completed more frequently. The NI, who is based at the home, had organised support for each

registered manager in the group, at the beginning of the pandemic and Director level support continues. Management meetings have taken place so managers have been able to obtain support from each other.

Innovation: You have looked at various ways of supporting relatives to remain in-touch with their loved ones during the pandemic. You have done this by ensuring, the guidance at the time, has remained adhered to. This has involved window visits and use of technology such as SKPE and mobile phone communications software. You will continue to look at innovative ways to support people to stay in-touch with family and friends.