

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Carebase (Redhill) Limited

Location / Core Service address	Date
Acorn Court Care Home The Kilns  Redhill RH1 2NX	24/08/2020

Dear Carebase (Redhill) Limited

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

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

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

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**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?**

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**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.

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

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

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

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

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**1.5 Are medicines being managed safely and effectively?**

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**Yes** Medicines are being managed safely and effectively.

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

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

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## Assessment Area 2

### Staffing arrangements

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

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

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

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

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## Assessment Area 3

### Protection from abuse

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

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

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**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?**

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

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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

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

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**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?**

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**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.

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

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

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

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

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

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

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### Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of Covid-19 pandemic.

Infection control products

You have not experienced significant challenges to obtain PPE. You continue to monitor PPE stock and supply.

#### Infection control practice

You updated your IPC policies and procedures in line with current government guidance. You have recently reminded staff of good IPC practice, especially when comes to wearing face masks. You have reviewed visiting policies and implemented additional IPC measures to enable relatives to safely visit the people you support. The in house IPC trainer and CCG trainers provide staff with ongoing training and guidance. You have recently organised PPE training sessions for staff in the garden. We have shared the updated visiting guidance with you as on <https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus>. Care and treatment for Covid19

You reviewed your home environment at the beginning of the pandemic and made reasonable adjustments to ensure safe care in case of an outbreak in line with Covid-19 guidance. You have worked in close partnership with hospitals and followed the national guidance for hospital discharges.

#### Testing for Covid-19

You have access to testing for staff and people using the service, although you have been experiencing delays in recent test kit deliveries and had to re-do testing due to failed courier collection. You have implemented testing as per national guidance. All residents and staff tested negative during the last 'whole home' testing in the beginning of July. You are aware of alternative ways to access testing for staff and symptomatic residents. We have shared care home testing helpline contact details with you.

#### Non- Covid-19 care and treatment

You experienced some issues with supply of medicines which were resolved by working in close partnership with GP surgery and you implemented emergency plans, so people received their medicines as prescribed. You continued to regularly review people's care needs and individual risks.

#### Staff cover

You have not experienced significant issues with staffing cover. You continued to recruit bank staff who can provide support in case of shortages and emergencies. You increased staffing levels to respond to people's needs, especially around additional one to one support for people who had to self-isolate. You increased your staffing levels for domestic staff to ensure effective cleaning and decontamination.

#### Staff support and training

You have supported the staff team by providing with ongoing managerial guidance, updates and supervision as well as transport to and from work and 'meal deal' opportunities. The provider showed appreciation for staff team effort in the time of the pandemic by sending different 'thank you' gifts weekly which seemed to positively impact the team's morale. You continued with staff training and in house competency assessments. Staff were made aware of social care workforce support resources available nationally.

#### Management of the service

Your management structure has not changed during the pandemic and you continued to monitor quality and safety of the service, including increased checks for IPC, daily manager 'walk rounds', health and safety, fire safety, medicines audits and regular reviews of people's care needs. Nursing team has been supported remotely by the company clinical lead and external auditors have been risk assessed to re-start visits to the home.

#### Innovation

You are especially proud of how you supported your staff team to continue to

provide care to the residents during the pandemic which was a challenging time for the whole team. You also supported people to use technology to keep in contact with their loved ones, arranged 'window visits' and entertainment events in the garden to support people's wellbeing.