

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Carebase (Claremont) Limited

Location / Core Service address	Date
Claremont Court Harts Gardens , Guildford GU2 9QA	16/07/2020

Dear Carebase (Claremont) 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 the COVID-19 pandemic.

Infection control products:

You told me that you have had access to PPE throughout the Covid-19 pandemic.

You said the provider has been very supportive in ensuring you have a enough PPE in the home. You talked about the training staff have had both from the provider and also the CCG for donning and doffing and how you felt this was received really well by staff.

#### Infection control procedures:

You stated that you have implemented enhanced cleaning within the home. You spoke about your housekeeping team have been very proactive in ensuring the environment is clean and tidy to reduce the risk of any contamination. You also spoke about being able to isolate people if anyone developed symptoms or had a Covid-19 positive result.

#### Testing for COVID-19:

You stated that you were aware of the testing process and how to order a test kit for people or book a test for staff. You said that you have adopted the whole home testing and regular testing for staff and the most recent results for every were negative. You talked about mental capacity assessments and best interest decisions being made around testing for people.

#### Feeling isolated:

You told me about the changes made with activities in the home as a result of Covid-19. You talked about people spending more time with staff to partake in one to one activities and that the activity time in the home has increased. You told me that people have been spending time using the Omi table which was delivered during lockdown and has been a well received by people.

#### Care and treatment for covid19:

You told me you had a robust plan and risk assessments in place around the management and support for anyone who had a positive Covid-19 result. You told me you had been able to isolate people effectively when required. You talked about staff awareness around PPE and infection control to reduce any potential spread of the virus.

Staff cover: You told me that you have maintained a safe level of staff cover throughout the pandemic. You said that there is a robust plan in place which would consider actions to take in the scenario where you may be short of staff due to sickness or having to self isolate. You stated that you were very proud of your staffing team and that they had all come together to work well as a team and shown dedication and responsibility to keep people safe.

Supporting staff: You said that staff welfare was important to you, especially around mental health and wellbeing. You said you have been supported with this by the provider to ensure staff have access to support services. You told me that a carers week had been set up to recognise the efforts made by staff and that the residents really enjoyed having this time to celebrate staff.

#### Innovation and support:

You talked about how proud you are of the achievements made during this difficult time. You talked about celebrating a residents birthday with cake and activities based on the residents wishes and interests. You said it felt like a time where

everyone could relax and have a break from everything Covid-19 related. You spoke about how residents are supported to keep in contact with family via video calls and you have now started to open up to holding visits in the garden area. You talked about how much this has meant to families and residents. You said that families have sent in lots of thank you cards for the caring way you have looked after their loved one.