

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Carebase (Guildford) Limited

| Location / Core Service address | Date |
|--|------------|
| Queen Elizabeth Park 1-72 Hallows Close Guildford GU2 9LL | 23/07/2020 |

Dear Carebase (Guildford) 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

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

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 the appropriate

PPE throughout the Covid-19 pandemic. You said that you had implemented ordering of PPE prior to the national lockdown which enabled you to be well prepared.

Infection control procedures:

You talked about having infection control experience and expertise within the team which you have utilised to plan and prepare. You stated this has enabled you to consider all potential risk factors around Covid-19. You stated that you have implemented enhanced cleaning within the home and staff have been well trained on PPE and infection control.

Testing for COVID-19:

You stated that you were aware of the testing process and how to order a testing kits. You said that you have adopted the whole home testing and regular testing for staff. You talked about mental capacity assessments and best interest decisions being made around testing for people.

Feeling isolated:

You told me that activities within the home have developed during the pandemic to ensure residents have access to things they enjoy and have more engagement time with staff and other residents in the home. You said that additional activity staff have been recruited. You talked about people who are cared for in bed having additional time with staff which you have said has been received positively by residents and staff. You talked about people keeping in contact with their families via the use of video calls or phone calls.

Care and treatment for covid19:

You told me you have carried out risk assessments around potential Covid-19 positive results and also developed individual Covid-19 care plans for each person to look at psychological wellbeing, dementia support, communication and infection control.

Staff cover:

You told me that you have maintained a safe level of staff cover throughout the pandemic. You said that there is a 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 had really stepped up to ensure people were kept 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 also spoke about having open and honest discussions with staff around any anxieties they might have. You stated the managers have been on call 24/7 for seven days a week to ensure staff had the correct support in place.

Improving and delivering care:

You stated that you have a very good relationship with the local GP, pharmacy and

other healthcare professionals who have been linking in with you throughout the pandemic. You said this ensured that people had access to healthcare support when they needed it. You talked about people coping with the changes really well and not seeing any deterioration in people's health as a result. You stated you felt this was down to the superb efforts of staff and management to support each other and ensuring people are kept motivated, stimulated and to be living in a happy environment.