COVID-19 Emergency Support Framework

Engagement and support call
Summary Record

Mrs Zeenat Nanji & Mr Salim Nanji

Location / Core Service address	Date
Grasmere Rest Home 49 Grange Road Sutton SM2 6ST	23/07/2020

Dear Mrs Zeenat Nanji & Mr Salim Nanji

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
Although the service initially experienced difficulties obtaining PPE supplies, the

provider and local authority have been supportive and this is no longer an issue.

Infection control practice
You reported no problems with keeping up with the latest infection control guidance and disseminating this to the staff team. COVID-19 training has been delivered to staff.

Testing for COVID-19
All staff and residents have been tested; all staff tested negative. However, the COVID-19 test kits ordered to follow recommendations that staff are tested weekly and residents monthly have not arrived so you have been unable to do this. As these are due to be rolled out by the end of July, we will contact you again next week to follow this up.

Non- COVID-19 care and treatment
You reported no issues with access to healthcare and medicines as you have been able to work well alongside local services and healthcare providers. There have been no significant barriers to communication or information sharing.

Staff cover
There were significant challenges to the service at the start of the pandemic as a number of staff were off sick or self-isolating. However, you were able to manage this by allocating extra shifts to staff and using some agency workers. This is not currently a problem, there are adequate arrangements to cover in an emergency and you have been able to recruit bank staff.

Staff support and training
You reported that you have offered a range of support and guidance to staff including access to emotional support and you have offered BAME staff in particular opportunities to raise any specific support they may need. It has been difficult to maintain staff morale at times but the team is working well together and you are confident this will improve.

Temporary changes to the service
You reported some changes you had to make to practice within the home, which had gone well as the staff are very responsive. Adjustments to the way care is delivered, such as extra activity sessions for smaller groups, have worked well although you have had to make some temporary restrictions to people's freedom. You may benefit from guidance on caring for people who lack mental capacity during the pandemic, which can be found at https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity

Management of the service
There have been no significant barriers to the usual management of the service and you have been able to carry out your usual quality checks, audits and other management tasks. You have been able to keep up with current advice and guidance and the provider is supportive.

Improving and delivering care

There are several avenues for people who use the service, relatives and staff to give feedback and have their say about how the service is run. You discussed improvements you have made to the service over the last few months, including updated care documentation.

Innovation
The service has made good use of technology to enable people to maintain contact with their families.