

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Lower Green Limited

Location / Core Service address	Date
The Priory Care Home Greenway Lane , Chippenham SN15 1AA	30/06/2020

Dear Lower Green 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 and practice

You have not had any issues with sourcing PPE and found your regular supplier to

be providing you with the stock you need. You are also able to access the NHS stock as you are a small service. There have been no major concerns with quality of the PPE used. Staff have had training on how to don and doff safely and been provided with all the information and guidance they need. Cleaning has been carried out on all shifts with high contact areas being cleaned more regularly. You have made some changes to the environment to ensure people are able to social distance easily. You have carried out a whole home test and found people were negative for the virus.

Staff cover

Your staffing numbers have not been affected by the pandemic. Two members of staff have been off work shielding but this did not affect your rotas. You have carried out some training and supervisions and been on hand to support the staff throughout the pandemic. You are continuing to recruit and not using any agency staff.

Wellbeing

You feel staff are coping well now though there were anxieties at the start of the pandemic. You have provided them with relevant and up to date information to keep them informed. People are coping well though some have really missed contact with their families. You are starting to do some garden visits though this will be very controlled by yourselves with risk management plans in place. Families have been kept informed and have been very supportive of the service. Staff have used technology to help people stay in contact with their family and friends.

Management of the service

You continue to monitor the service and audit for quality and safety. Daily records have not been affected with staff recording as 'business as usual' approach. Both the registered manager and provider have been available throughout the pandemic on hand to support people, staff and relatives. You have engaged in provider forums run by the local authority and keep up to date with any changes to guidance or practice.

I don't feel I need to sign post you to any further guidance or information.

Thank you for taking the time to talk with me today, it has been good to hear about how you are managing.