

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

The Cheshire Residential Homes Trust

Location / Core Service address	Date
Upton Grange Residential Home 214 Prestbury Road  Macclesfield SK10 4AA	20/07/2020

Dear The Cheshire Residential Homes Trust

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 COVID19 pandemic.

Infection Control Products: Registered Manager ( RM) informed that there have been adequate supplies of PPE and is aware of the resources available to support

with this.

Infection Control Practice: RM informed that infection control processes were reviewed to ensure that the principles and guidance of C19 ICP were followed. The home 'locked down' very early on which is felt to have contributed to a positive outcome. Staff have received additional training. Enhanced cleaning regimes are in place. Service Users are aware of what they need to do to keep themselves safe. RM is keeping up to date with changes to guidance and are currently 'thinking ahead' to when visitors may be able to visit their loved ones.

Testing for COVID 19 : testing is now ongoing as part of the whole home process through the government portal. Staff and service users are participating.

Care and Treatment for COVID19 : Discussed RM concerns and frustration at being told that a service user had been tested positive from the service: when they had contracted the illness whilst in hospital. There have been no positive cases within the service user or staff group.

Non COVID 19 Care and Treatment : The District Nurses have continued to visit daily throughout. RM is able to contact them in order to triage health concerns prior to contacting GP or other health professionals. GP's are reluctant to visit and are preferring to consult and diagnose remotely which can be difficult at times. It has been difficult to engage or seek referrals to other professionals such as the SALT team. Staff have been carrying out more frequent observations with the direction of the DN's: especially around EOL care. There have been no notable changes to the management of medication. Equipment has been maintained and processes in place to allow servicing and checks to take place.

Staff Cover: There has been minimal impact due to staff remaining well and being flexible and committed.

Staff Support and Training : This has continued as usual with supervisions, online training and onsite observations. New staff have started over this period and have received a thorough induction. Various initiatives were instigated to make staff feel valued.

Financial Considerations: The home is now below its usual occupancy ( 14 of 25 beds occupied). This was due to non C19 deaths early on in the year. RM felt that the last rating has impacted alongside the general lack of confidence people have in care homes over the COVID19 pandemic. You have 2 new admissions planned and a further 2 pending. You have highlighted your bed vacancies to the local authority.

Management of the service : RM has been available throughout. There has been support available from the provider and another registered manager within their organisation. RM also spoke about her own support network drawn from other contacts within the industry.

Improving and Delivering Care/ Innovation: Staff have worked hard to support service users both physically and emotionally. Additional activities have been

carried out. Service Users had wanted contribute to the community and so had been supported to make up and distribute food parcels to those in need. A pen-pal scheme was also set up with a local school. Families have been able to see their loved ones though the Conservatory windows or socially distanced along the path. RM has been updating the Facebook page so families are able to feel involved and kept up to date. Facetime/Zoom has also been used where appropriate to do so.