

Greenacres Care Centre Limited

# Greenacres care centre limited

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

Greenacres Care Centre Limited is a residential care home. It is registered to provide accommodation and personal care and accommodation for up to 39 older people. The service supports people with physical disabilities, mental health and/ or dementia. Nursing services were provided by NHS community nursing services. At the time of the inspection there were 39 people living at the service.

The service is on two floors, with access to upper floors via a shaft lift or stair lifts. All bedrooms have ensuite toilet and washing facilities. There is a secure outside garden area.

We found the following examples of good practice.

Visitors to the service were prevented from catching and spreading the infection because safe and effective measures were in place. This included a vigilant check by staff to take visitors temperatures on entry, the completion of symptom questionnaires, and the prompting of the use of hand sanitiser and/or handwashing. Visit times were staggered, and a newly created visiting booth enabled people to visit their loved ones safely.

People were safely admitted to the service from hospital and/or the community in line with current guidance.

Staff had received infection, prevention and control training, they wore PPE correctly, understood the importance of it, and spoke confidently about how they put it on and took it off in line with infection control guidelines.

Cleaning routines at the service had been increased which now included high touch areas, such as door handles and light switches. The laundry area was safely managed, and staff spoke confidently about how to handle contaminated laundry.

There was an enthusiastic approach to testing, and the vaccine had been rolled out to people and staff. Risk assessments were in place as required and measures were being taken to protect people and staff who were assessed as being in a vulnerable category. There was an external clinical lead assigned to the service, who made contact on a weekly basis to offer guidance and support.

The registered manager had a good understanding of infection, prevention and control guidance and was confident in their decision-making processes, liaised with relevant agencies, and knew how to access local support.

To assess and monitor ongoing infection and control practices within the service, the registered manager had spot checks in place. Should an outbreak occur the registered manager had a robust contingency plan in place and staff were confident about what action to take.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

**Good** ●

Further information is in the detailed findings below.

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## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 February 2021 and was announced.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. Seating arrangements in communal areas (lounge and dining rooms) did not enable people to socially distance and maintain the minimum distance from each other when sitting down, in line with Public Health England's current Covid 19 guidelines (Covid 19: How to work safely in care homes.gov.uk). Following the inspection, we were told immediate action had been taken to help improve how people were being encouraged and supported to maintain their distance.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We spoke with the registered manager about how they may consider improving the layout of the lounge and dining room space to help encourage more distance between people, whilst taking account of people's mental health and wellbeing. Following the inspection, the registered manager told us how the provider would utilise the Adult Social Care Infection Control Fund (ICF) to make immediate changes to the environment.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.