

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Abbey Healthcare Homes Limited

Location / Core Service address	Date of call
Wrottesley Park House Care Home Wergs Road Tettenhall, WV6 9BN Wolverhampton	12/05/2020

Dear Wrottesley Park House Care Home,

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 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?

Yes There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?

Yes Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.

1.3 Was the environment suitable to containing an outbreak?

Yes You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?

Yes Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

1.5 Were medicines managed effectively?

Yes Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?

Yes Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

Assessment Area 2

Staffing arrangements

2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?

Yes There were enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

Yes There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

Assessment Area 3

Protection from abuse

3.1 Were people using the service being protected from abuse, neglect and discrimination?

Yes People were being safeguarded from abuse, harassment and discrimination.

3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

Yes Action had been taken to properly respond to incidents, alerts or potential safeguarding incidents at the service.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?

Yes Staff health, safety and wellbeing were protected despite the increased pressures associated with COVID-19.

4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care

Yes There were effective systems to monitor the overall quality and safety of care being provided at the service during the COVID19 pandemic.

4.3 Is the provider able to support staff to raise concerns during the pandemic?

Yes Staff were able to raise concerns and were supported to speak up during the pandemic.

4.4 Had care and treatment provided to people being sufficiently recorded during the Covid-19 pandemic?

Yes Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?

Yes Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

Overall summary

Wrottesley Park House Care Home is currently managing in delivering safe care and treatment. Infection prevention and control, including in relation to Covid-19 is being assessed and managed and there are sufficient quantities of PPE for staff to deliver care. The home environment is suitable in containing an outbreak at the current levels of infection, which has been largely contained to one wing. There are clear systems in place for people, staff and visitors to follow, which are accessible. Medicine

management systems and administration are being managed effectively and assessments of risk that have been affected by Covid-19 are being managed effectively. There is currently enough staff to provide safe care and treatment and to support people in a dignified and respectful way. Some staff have been upskilled to deliver additional care and support in order to maintain safe staffing levels. The home is utilising agency nurse and care staff to fill the shortfall in staff numbers due to 9 staff being on furlough and 2 people have recently been recruited. The manager is applying for DoL's where required and people's individual needs continue to be reviewed in line with their best interests and are being involved in making decisions about their care. There have been no safeguarding incidents and the manager feels confident in the current safeguarding systems available to them. Staff have access to an internal emotional support telephone line and have direct access to management. Staff testing has been rolled out and where required, staff have been self-isolating. Quality Assurance systems are effective in providing oversight in the quality of care being delivered and staff are supported to raise concerns should these arise. Care and treatment records continue to be completed and audited in line with provider requirements. The home is working effectively with system partners, despite encountering some pressure to admit people to the home to relieve hospital beds.