

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Aliwal Healthcare Limited

| Location / Core Service address                                     | Date       |
|---|------------|
| Aliwal Manor Care Home<br>Turners Lane<br><br>Whittlesey<br>PE7 1EH | 12/08/2020 |

Dear Aliwal Healthcare 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

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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 COVID-19 pandemic.

You provided clear information about the actions that had been taken to reduce the risk from Covid-19 towards staff and people using the service.

At the time of this assessment there were no cases of Covid-19 amongst staff and people using the service. There had been 4 cases of COVID in the service but there had been no deaths.

Infection control products - there was enough PPE. Staff had received guidance and training about how to keep themselves and people safe during this crisis. You provide staff with updated information at the daily handover, you ensured information was displayed at the PPE stations around the home.

Environment – You were able to isolate one area of the service to manage people with COVID or COVID symptoms and had put in a plan for volunteers to stay at the service if this was required to support the people and ensure that all remained in one area of the home.

Staff - Staff have been available to meet people's needs and systems were in place to obtain and additional staff if needed. You have been able to recruit new members of staff during this time. You have not had to resort to the use of agency staff and are very proud of this.

You confirmed that there had been no concerns with the obtaining of medicines. You have however moved away from MDS as the pharmacy is no longer supplying this service, You were aware of the re-use scheme for anticipatory medicines but you have not had to use this process.

Management of the service - there were systems in place to oversee the service and to support staff safety and well-being. This has included regular 1-1 and being available to answer questions at any time. You have ensured that risk assessments are in place and have reviewed them on a regular basis. Additional staff risk assessments have been put in place especially for those in the BAME community. You have a contingency in place and that you are as ready as you can be for another wave if it should happen. You have undertaken surveys, and all have resulted in positive responses so far. You have continued to carry out regular audits and additional ones have been put in place for infection control and cleaning.

You feel that you have been well supported by the company and a member of the regional team has been in the service to support you and is also available 24 hours a day.

You told us, 'Staff have received resilience packs which has supported their wellbeing, their has been numerous gifts from the local community for both staff and the people who live at the service, these include chocolates, hand creams, facial treatment masks and postcards of kindness. The team have pulled together and we have been strengthened in recent months. I am very proud of my staff.'

Please note, the summary of the ESF conversation we are sharing with you is intended as a private record of the conversation between you and our inspector and not as a public document giving assurance on the quality of care delivered by yourself. As a result, we will not be publishing the summary documents on our website and don't envisage them being shared publicly.