

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Brook Healthcare Limited

Location / Core Service address	Date
Brook House Care Home 45 Seymour Street , Cambridge CB1 3DJ	08/07/2020

Dear Brook 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

Guidance updates re COVID-19 from local authority, PHE, the CCG, district nurses and the GP. A provider COVID-19 response team was set up and issued daily updates re guidance to managers to circulate to all staff.

There was an increase in daily cleaning and deep cleaning, including 'hot spot

checks' on areas of the home where people and staff may have touched more. Chlorine based cleaning products were used. For soft furnishings – an increased use of steam cleaning was undertaken.

In addition to the infection control training staff must do, e-learning on hand washing and PPE was rolled out to staff to complete. The CCG also carried out infection control training to staff including, PPE and how to don and doff PPE correctly.

The management team worked more on the floor during the pandemic to support staff but to also complete checks on staff's handwashing and that the correct PPE was being used.

BAME – research has been undertaken by the previous registered manager and has implemented risk assessments from the British Medical association as the staff team is diverse. There is also a COVID-19 companywide risk assessment.

No concerns re the supply of PPE, they have had help from their provider and the CCG in sourcing the correct PPE. There are easy read posters in the home for people to read to help with their understanding of COVID-19. The home has been closed to visitors and there has been easy read guidance for visitors emailed to relatives and on the homes face book page.

Management at the service helped drive staff to and from work so they did not need to use public transport. No agency staff used and there was enough suitably trained staff to cover shift always. "Staff have done a fabulous job to manage it [COVID-19]." And, "It bought the team a lot closer together as they could see the impact of this on each other."

Before the pandemic we had trained some non-care staff co-ordinator around the care certificate so they could support care needs if needed. Our emergency planning was put in place.

No concerns regarding medicines support from the pharmacy used which has been "very good." Medicines audits continued to be completed daily re stock checks. COVID-19 did hit the home and the manager said they felt the staff contained the outbreak, "Really, really, well."

We have had good feedback from relatives around what is happening within the home. Some residents have been keeping busy painting areas of the garden and creating a sensory garden.

A potential second wave has been planned for. We have learnt a lot during the pandemic. We have offered support for staff around their mental health. Supporting staff who have had a, "bad day." We have also had a lot of regional support, "We are all looking after each other."

We have worked alongside the link nurse from the local authority and have dialled into the LA weekly support calls [now every two weeks]. We have also worked with the infection control nurse from the CCG. The GP has supported us with video calls, and we have felt we have been able to get hold of external health and social care

professional as we have needed to.

Audits have continued and our regional office has been overseeing us so that managers within their homes have not just been left to their own devices. As a thank you to staff several hampers have been sent to the home and we have had staff appreciation days.