

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Buchan Healthcare Limited

Location / Core Service address	Date
Buchan House Care Home Buchan Street , Cambridge CB4 2XF	09/07/2020

Dear Buchan 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

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

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?

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.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

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?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

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?

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.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

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

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

Guidance updates re COVID-19 from local authority, PHE, and Department of Health. 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 including areas of the home where people

and staff may have touched more. Chlorine based cleaning products were used.

In addition to the infection control training staff must do, e-learning on hand washing 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. The home was able have a set area to isolate people who were showing symptoms or tested positive.

BAME – research has been undertaken by the 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, the manager said they were, "Very well stocked." 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 available for visitors.

A small amount of agency staff was used when staff were self-isolating so there was enough suitably trained staff to cover shift always. Before the pandemic the manager had trained some non- care staff around the care certificate so they could support care needs if needed. The homes emergency planning was available to be put in place.

No concerns regarding medicines support from the pharmacy used which has been, "Really, really good." Medicines audits continued. A potential second wave has been planned for. There is support in place for staff around their mental health.

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

Audits have continued and the providers regional office has been overseeing the home so that managers within their homes have not just been left to their own devices. As a thank you to staff several hampers and bracelets have been sent to the home from the provider.