

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Royal Cambridge Home Limited

Location / Core Service address	Date
Royal Cambridge Home 82-84 Hurst Road, East Molesey KT8 9AH	26/06/2020

Dear Royal Cambridge Home 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?

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

- Infection control products

Staff had access to appropriate PPE at all times. The home made use of the local Resilience Forum in addition to usual suppliers to ensure adequate PPE supplies

were always available.

- Infection control practice

All staff attend infection control training as standard. The RM said staff had attended additional training in infection prevention and control training and the correct use of PPE during the pandemic.

- Testing for COVID-19

Two rounds of testing have been completed for residents and staff, the most recent of which was last week. All results returned were negative and the RM said testing is now readily available.

- Staff cover

People's care was not affected by staff absence due to sickness or shielding. Some staff self-isolated when they displayed symptoms but this did not affect safe staffing levels. The home has recruited one new member of staff during the pandemic.

- Non- COVID-19 care and treatment

There has been no disruption to people's medicines supplies.

The home has supported people to obtain medical advice when they needed it. the RM said communication with the GP surgery had been effective and the GP used video consultations to assess people's needs.

The home has made no admissions from hospital during the pandemic but has admitted two new residents from the local community. Two existing residents were admitted to hospital and had to self-isolate for two weeks on their return to the home.

Staff have supported residents with activities and opportunities for engagement. The usual range of trips and outings has been curtailed but staff spend time with people in their rooms and provide individualised activities.

Staff have supported people to keep in touch with their friends and families using technologies such as Facebook Portal.

The RM is now considering how best to enable visits from relatives in a safe way.

- Staff support and training

Some face-to-face training has had to be suspended. Staff have completed elearning and the RM said overdue face-to-face training will be scheduled as soon as available.

All but two staff have had one-to-one supervision in May or June 2020. The RM said supervision for the two remaining staff will be scheduled shortly.

- Management of the service

The RM said there had been some disruption to the home's usual schedule of audits at the beginning of the pandemic, although these have now been re-established.

The RM has access sources of support including the CCG Quality Care Home Team, the local authority and Public Health England.