

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Prospect House (Malpas) Limited

Location / Core Service address	Date
Prospect House High Street , Malpas SY14 8NR	16/06/2020

Dear Prospect House (Malpas) 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 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 been 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

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

Staff cover, staff support and training

You have enough staff to meet people's needs and have a full complement of

nurses. The use of agency staff to cover care shifts has decreased and you are paying staff overtime if they pick up additional hours. You regularly reassure staff that you take their safety very seriously and if they have concerns, they are welcome to talk to you. Staff meetings have continued throughout the pandemic and information and training has been provided to staff on an on-going basis. The provider has introduced a range of support for staff including access to free counselling sessions.

Infection control products

Although initially orders of PPE were slow to be delivered, next day delivery is now available, and you have enough supplies of PPE.

Infection control practice

You have managed to stay up to date with all changes and updates relating to PPE and infection control guidance and have regular contact with the CCG, IPCT and LA. You introduced changes to the infection control practices at the service to minimise the risk of infection and communicated these changes to people and staff.

Innovation

Although closed to visitors, you supported relatives to stay in touch with their family members over the phone and using mobile technology. You told us up to two relatives were able to visit people at the end of their life and were provided with PPE. You described events which have taken place including a party to celebrate VE day at which people were socially distanced. You told us in the last week a few people have been able to have a socially distanced visit from a relative in the courtyard area.

Temporary changes to the service

People showing symptoms of Covid 19 have been encouraged to stay in their rooms and isolate. Any visitors to the service are greeted at the door, provide with PPE and escorted through the building. Staff have been provided with an area where they can change into and out of their uniforms. The community have made and donated scrub bags for staff to take their uniforms home in.

Improving and delivering care

All quality assurance processes continued to be completed and actions taken to address shortfalls.