

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Buckland Care Limited

Location / Core Service address	Date
The Orchards Residential Home 1 Perrys Lane Wroughton, Swindon SN4 9AX	30/06/2020

Dear Buckland Care 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.

Infection control products. You re ensuring you have an adequate supply of personal protective equipment (PPE) to enable staff to follow current guidance and

minimise the risk of infection. Staff completed a range of additional training to ensure they are able to use PPE effectively.

Staff cover. You have ensured adequate staff cover throughout the pandemic. You sought additional support staff when staff absence was high due to the infection. You have developed contingency plans that identify staff availability in the event of a further outbreak. Staff are flexible and work across the home to ensure people's needs are met.

Supporting staff. You provide support for staff which enables them to discuss any worries and maintain their well-being. You accessed psychological support via the local hospice to help staff deal with their concerns and support their mental health. You were extremely positive about the staff team and their commitment during an extremely difficult time. You described staff as 'amazing' and how much staff confidence had grown throughout the outbreak. You have shown your appreciation of staff through a range of methods.

Care and treatment for Covid19. People continue to receive safe care and treatment from staff who know them well. You recognise the importance of people keeping contact with relatives and have arranged video calls, phone calls and distanced visits. You have introduced a booking system for relatives to visit in the garden to ensure visits are safe and in line with current guidance. You ensure that people still enjoy a wide range of activities to prevent social isolation and maintain people's well-being. This has included external entertainers who have performed in the garden of the home.

Improving and delivering care. You are maintaining systems to monitor and improve the quality of the service, ensuring people receive good quality, safe care. You have a range of systems in place to share information with people, relatives and staff. This ensures everyone has access to up to date information and are able to raise any concerns.

You described the outbreak as overwhelming. However, you also showed your commitment to ensuring the infection was managed and that people and staff were supported through the most difficult of times.

Environment. The environment was adapted to manage the outbreak in the service, and you have contingency plans in place to manage any further outbreaks. This includes having an isolation area in the home with a designated staff team. Communal areas of the service were and would be closed including the dining room and lounges.