

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Friends of the Elderly

Location / Core Service address	Date
Friends of the Elderly Malvern 148 Graham Road , Malvern WR14 2HY	10/07/2020

Dear Friends of the Elderly

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.
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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?

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?

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?

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?

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?

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

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.
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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?

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?

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?

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?

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

We spoke with registered managers, Suzanne Park, Rachel Knighton and Elaine Banks on 07 July 2020.

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

Testing for Covid-19: -

Testing has taken place for both people who live at the home and staff. There are currently no people who live at the home or staff who have a positive diagnosis of Covid-19. You are aware of the continually testing arrangements in line with government directions.

Infection control products: -

You have PPE needed for staff to follow infection prevention and control guidance. You can obtain stock as required.

Infection control practice: -

You have ample space with the home environment to accommodate people if unwell with Covid-19.

Care and treatment for Covid-19: -

You have made sure people are cared for by staff who have been supported with the knowledge and information they require so risks to people were mitigated. You spoke about the outbreak on Bradbury and how all staff worked as a team in mitigating risks of the virus spreading. This had worked effectively notwithstanding the difficulties experienced along the way due to people's level of understanding. The virus did not spread to people living on Davenham and or Perrins.

Staff cover: -

You have put systems in place to promote consistency of staff in specific areas of the home. You have contingency plans in place should these be required and agency staff on Bradbury were booked to only work there.

Staff support and training: -

You regularly reassure staff you take their safety and wellbeing very seriously and if staff have any concerns or worries, they are welcome to talk with you. As a management team you talked about having an 'open door' approach and staff are aware of this. You said staff's wellbeing is important including making sure staff do not become worn out and remain hydrated. Staff also have access to a dedicated helpline should they have any concerns. There is also a support app for social care workers that they can use to get additional personal support:

<https://workforce.adultsocialcare.uk/join>

You talked about the positivity of team work and resilience across the staff team during the pandemic.

Improving and delivering care: -

People have been supported to maintain their relationships with family and friends.

You talked about visits taking place and how positive this experience is for people and their family members. Staff are supervising these visits to make sure risks to people are mitigated by robust infection prevention and control measures including the observation of social distancing. You talked about the fantastic support from the GP and from other external agencies.

You spoke about how you would be proud to show an inspector around the home. The improvements required at the last inspection had been made in relation to the breaches in Regulations.

Management and innovation: -

You report monitoring and quality checks have continued. As a management team you have felt greatly supported by others including the chief executive.

You spoke about different practices which have been successful including the printed cards developed for people during the pandemic to aid their understanding and meet people's needs. You will be considering taking forward the daily/twice daily checking of people's temperatures in other parts of the home as you felt this was a good idea.

Useful information Skills for Care www.skillsforcare.org.uk/adviceline and www.skillsforcare.org.uk/COVID-19webinars and for registered managers www.skillsforcare.org.uk/networks