

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Friends of the Elderly

Location / Core Service address	Date
The Old Vicarage Residential - Nursing and Dementia Care Home Moulsford Wallingford OX10 9JB	22/07/2020

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.

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

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 ensure an adequate supply of personal protective equipment (PPE) to enable staff to follow current guidance. Staff have completed a

range of additional training to ensure they are able to use PPE effectively and in line with current guidance. You have appointed a PPE champion who is responsible for monitoring that staff are following guidance.

You have assessed and managed risks relating to infection, prevention and control. Staff and people using the service are accessing regular Covid-19 testing. You have ensured that any new admissions to the service either have a Covid-19 test prior to admission or as soon as they are admitted. People are isolated in line with current guidance.

Staff cover: You have sufficient staff to meet people's current needs. Agency staff continue to be used in the service. The provider has increased the rate of pay for overtime which has reduced the number of agency hours. Current staffing levels are above those assessed as needed due to reduced occupancy which provides essential cover in the event of staff absence due to Covid-19.

Supporting staff: You have regular remote contact with staff which enables you to offer support and guidance. There are senior members of staff on site who are readily available for staff to contact if they have any worries or concerns. Staff have access to a welfare counselling service and have been supported with food shopping to avoid staff having to go out to shop.

Care and treatment for Covid19: People continue to receive the support to meet their needs. People are supported to access healthcare services appropriately. You have ensured people's rights are protected and have involved them in decisions regarding actions taken to maintain people's safety. This included arrangements for visitors to start returning to the service.

Improving and delivering care: You are maintaining systems to monitor the quality of the service, ensuring people receive good quality, safe care. Although you are not present in the service you have maintained regular contact with senior staff managing the day to day running of the service. You have remote access to all systems which has enabled you to continue to monitor effectively.

You are keeping your knowledge up to date and make sure that you are informed relating to all current guidance. You are supported by the provider and have regular contact with the provider and other professionals to ensure the service is following all relevant guidance.