

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Highpoint Care (West Derby) Limited

Location / Core Service address	Date
Damfield Gardens Damfield Lane Maghull, L31 6FB Liverpool	18/05/2020

Dear Damfield Gardens,

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 being 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

We discussed that you have seen good staff morale and positive commitment from the majority of your staff team to the people living at Damfield Gardens and ensuring they receive continuous care. We discussed that there are some vacancies, which you are addressing through ongoing recruitment. You explained that where there are vacancies, you have worked with a local agency to block book temporary staff to provide

consistency. The new home manager has introduced different daily briefings, resident of the day reviews and safety huddles, which support reflective practice and establishing of lessons learned. Electronic care plans have been introduced and you explained that this has helped to maintain up-to-date records, while also continuing to develop person-centred detail. You explained that you continue to develop activities. Senior managers receive a variety of guidance and information updates, which are summarised and cascaded to local managers and staff. Technology is used to support people and relatives to connect, other ways of connecting with relatives away from the home are being explored. You are developing an easy-to-read COVID-19 information booklet for residents. We discussed that it would be beneficial to review whether, alongside established contacts such as local authority or CQC phone number, Give Feedback on Care is mentioned, for people, relatives or staff to share concerns or positive feedback. You noted that PPE has not been an issue and that throughout the pandemic you have felt well supported and maintained positive, effective relationships with stakeholders. We discussed that staff at different levels maintain quality audits, also checking each others work. A provider level walkaround to support the new home manager and highlight any actions has commenced. The new home manager noting well supported and feeling as though the current situation has led to getting to know people living at Damfield Gardens and the staff team very quickly.