

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Northern Healthcare Limited

Location / Core Service address	Date
Northern Healthcare Head Office Barton Hall Business Park, Hardy Street Eccles, Manchester M30 7NB	02/07/2020

Dear Northern Healthcare 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

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**1.1 Are infection risks to people using the service being thoroughly assessed and managed?**

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**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?**

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**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?**

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**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?**

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**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?**

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**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?**

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**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

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**2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?**

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**Yes**            There were enough suitable staff to provide people with safe care in a respectful and dignified way.

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**2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?**

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**Yes**            There were realistic and workable plans for managing any staffing shortfalls and emergencies.

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## Assessment Area 3

### Protection from abuse

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**3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?**

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**Yes**            People were being protected from abuse, neglect, discrimination, and loss of their human rights.

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**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?**

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**Yes**            Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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**4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?**

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**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?**

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**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?**

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**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?**

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**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?**

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**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

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

Staff, recruitment and training

Your service has had no person suspected or confirmed Covid-19 positive. Your

staffing levels have remained consistent as you over recruited in anticipation of an outbreak. You have drawn up a contingency plan covering staff shortage which is financially sustainable. You have provided staff additional training in relation to Covid-19. Recruitment has been ongoing and you have adapted your induction and training processes in line with social distancing measures.

#### Supporting staff

You are providing regular communication to staff regarding their health and safety through team meetings and service managers cascading information to staff at each site. You encourage staff to raise concerns to service managers and yourself. Due to recent whistle blowing concern raised to the CQC you will be launching a whistle blowing campaign to re-educate staff and rebrand the whistle blowing information materials you currently provide. You provide your staff with emotional support as required via 1:1s and provide information on counselling services where needed. You will be considering risk assessments for staff who are at higher risk, such as those who are BAME to minimise the risks to staff further.

#### Medicines

You are not experiencing any challenges with obtaining and managing medicines for people. Those people who manage their own medicines are continuing to do so.

#### Infection control practice

You have assessed risks related to infection prevention and control and have had support from public health teams. You have infection control measures in place and started to stock PPE early on. PPE is readily available with enough stock. You said it is difficult to apply physical social distancing measures in communal areas across sites due to the limitation with the space. However you encourage people to spend time in outdoor spaces and encourage people to socially distance as much as possible.

#### Testing

You have experienced difficulties with accessing tests for people as your service is not recognised as a 'care home'. Although challenging, you have managed to access tests for some sites via various networks such as the local authority or public health teams. Testing for staff is accessible on an individual basis, however those staff members who do not drive and unable to attend the test sites need to order home kits, which isn't always practical.

#### Social Contact

People are in contact with their relatives via tele communication and letter writing. Support to maintain social contact is provided to those people who require it as part of their daily activities. People are starting to meet up with their relatives again and most people are choosing to do this in community outdoor spaces rather than the site facilities. People are encouraged to maintain social distancing.

#### Quality Assurance

Your quality assurance processes are in place and auditing systems are continuing as usual.

#### Management of the service

You have recently employed a second regional manager to support with the regional governance and the supervision of service managers across sites. Your long term plan is to train both of your regional manager to a standard where they both can be registered for the service and provide oversight across the sites. You plan on appointing yourself as the nominated individual and will seek guidance form the CQC registration team.