

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Ramsay Health Care UK Operations Limited

Location / Core Service address	Date
Jacobs Neurological Centre High Wych Road High Wych, CM21 0HH Sawbridgeworth	11/06/2020

Dear Jacobs Neurological Centre,

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

Discussed with Andy Haysman the impact of Covid-19 on Jacobs and Gardens Neurological Centres. Visits limited at the home and complete lockdown started on 17 March. Staffing was difficult at the beginning as anxiety levels increased, however this has settled. Contingency plans in place and risk assessments done in case of short staff. Measures included use of bank staff and staff from on site

hospital. The contingency plan had not been put in practice as yet not needed. Support given to staff to help with anxiety including free meals and 1-1 support. Information was structured by the organisation however at times there was a lot of management time spent in providing information to partner agencies. At the beginning specialist support from local trust for people was lacking, however this is now getting better. The service did not need support from the support network developed by local authority, CCG and HCPA, however the manager was aware in case they needed it. No Covid-19 related deaths in the service and latest tests came back negative for people and staff. Therapy support for people maintained throughout and some people were successfully discharged. Admissions were quarantined for 14bdays. PPE had been closely monitored and stock controlled. Staff had training on PPE use and followed the guidance in wearing appropriate equipment. Management and governance systems continued and increased in some areas like infection control. Sinks for handwashing were installed near entrance on units and staff awareness increased for handwashing. Records, reviews and care planning continued throughout. Families for people nearing the end of their life were supported to visit and full PPE was provided to them. Safeguarding concerns monitored and reported as needed. Manager feels that more detailed guidance on relaxing lockdown in care settings would be useful so that family visits can be managed better. However at present visits were positive respecting social distancing.