

Metropolitan Housing Trust Limited

# Baldock - 15 Clothall Road

## Inspection report

15 Clothall Road  
Baldock  
SG7 6PB

Tel: 07587132939

Date of inspection visit:  
25 March 2021

Date of publication:  
21 April 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

Baldock - 15 Clothall Road is a care home and can accommodate up to four people in one adapted building. The service supports people living with a learning disability. At the time of our assurance visit there were two people using the service.

We found the following examples of good practice.

Staff had received training in infection control, which included taking off and putting on of their personal protective equipment and handwashing.

The service was clean and hygienic. Cleaning schedules had been reviewed and enhanced and frequent cleaning was carried out throughout the day.

Relatives had also been supported to safely visit their loved ones.

Whole home testing is in place for people and the staff.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Baldock - 15 Clothall Road

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This announced inspection took place on 25 March 2021. We also asked the provider to send us infection prevention and control policies and audit findings.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. This is because, although the registered manager told us they had a policy in place which took visitors temperature, the inspector did not experience this during their visit. Staff were seen not wearing their mask when answering the front door.