

Elliott Care Home Ltd

# Elliott Residential Care Home

## Inspection report

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28 January 2022

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## Ratings

Overall rating for this service

Insufficient evidence to rate

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Elliott Residential Care Home provides accommodation and personal care for up to 17 people living with either a learning disability, autism and or mental health needs.

At the time of our inspection, there were 17 people using the service

We found the following examples of good practice.

The provider had robust visiting procedures to mitigate the risk of COVID-19. All visitors were required to have had a COVID-19 negative test, their temperature taken and wore personal protective equipment (PPE) and used hand sanitiser before entering the service. Professional visitors were required to show their COVID-19 passport to confirm they had received their COVID-19 vaccinations.

Staff and people using the service were participating in the COVID-19 testing and vaccination programme. Staff had received training in infection prevention and control, including hand hygiene and how to use and dispose of PPE safely, following best practice guidance. The registered manager kept staff aware of current government guidance and sought support and advice from external organisations when required.

The layout of the building caused some challenges with social distancing, but all reasonable action had been taken to manage this safely. People were being supported to isolate in their bedrooms due to a current COVID-19 outbreak, and staff provided support and reassurance and monitoring of people's mental health and well-being.

Agency staff were used to cover staff shortfalls. We observed staff wearing the correct PPE throughout our inspection and sufficient staff were deployed to meet people's needs and safety.

Best practice guidance in hygiene and cleanliness procedures were followed, this included the frequent use of cleaning of high touch areas such as door handles, handrails and switches.

## 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**

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## **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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 28 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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

- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach. An internal infection prevention and control (IPC) audit was overdue. Bins in toilets and bathrooms needed to be replaced with pedal bins, additional COVID-19 and IPC related signage was required. The provider agreed to take action to address these areas of improvement.