

Longhurst Group Limited

Beech Court

Inspection report

Parsons Lane
Littleport
Ely
CB6 1JG

Tel: 01353861109

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16 February 2022

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Beech Court is a domiciliary care service and extra care housing service that. There are 65 flats at the service. Staff at the service provided personal care to five people living either in flats at Beech Court in Littleport Ely; or to people living in their own homes within the local community. The service is able to support older people and people with dementia, people with a sensory impairment or mental health need, younger adults and people with a physical disability.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home and extra care scheme inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

We found the following examples of good practice.

Staff implemented safe visiting procedures, and this meant the risk of infections being brought into people's homes was minimised. People were able to take risks they understood such as, accessing the community. Alternative arrangements were in place for visits if there was ever a COVID-19 outbreak. Checks and monitoring of standards of hygiene and infection prevention and control helped drive improvements and actions were taken to prevent recurrences or cross contamination.

Staff undertook COVID-19 testing as required by current guidance and self-isolated before attending a care call if any tests were positive. Checks were in place to monitor people's and staff's health and wellbeing. Additional communication methods, such as telephone calls, video calls, and the use of computer Apps helped increase contact with friends and relatives.

All staff, external health professionals and visitors, evidenced COVID-19 vaccination status, and evidenced a negative rapid COVID-19 test when required, before entering the service. The only exception to this was for emergency workers, to ensure no delay to the care and support people needed.

Personal protective equipment (PPE) was available in the service, and guidance for PPE usage was displayed. If needed, there were enough staff who could work in specific areas of the service to help prevent the risk of any potential cross contamination.

Staff ensured they wore PPE correctly, followed good IPC practices, washed hands correctly and used appropriate cleaning and sanitising products. Frequently touched areas, such as door handles, switches and handrails, received enhanced cleaning.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Beech Court

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 16 February 2022 and was announced. We gave the service 24 hours' notice. This was so we could follow their infection prevention and control procedures. The service is small so we wanted to be assured someone would be in to support 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 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.
- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.