

Kisimul Group Limited

Tigh Calman

Inspection report

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08 March 2021

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Ratings

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

Overall summary

Tigh Calman is a two-storey residential care home adapted to provide personal care for up to six younger adults with autism, physical and learning disabilities. At the time of our inspection there were six people living there.

We found the following examples of good practice.

Visits to the service had been enabled under strict processes including a health questionnaire, wearing personal protective equipment (PPE) and, a rapid test for COVID-19 where visitors were not involved in a regular testing programme. Staff had enough supplies of PPE; they knew when and how to use this correctly including space to put it on and take it off.

The home was tidy and clean, and a cleaning schedule was in place for frequently touched areas such as light switches. Staff ensured people's rooms and en suite facilities were deep cleaned with sufficient ventilation. Contaminated waste was stored and disposed of safely.

People were kept informed about the pandemic in a way which met their communication skills. People did not always socially distance, but staff helped promote this as much as practicable including undertaking pastimes in different places at different times.

The provider had contingency plans in place to manage any potential future outbreak of COVID-19. These plans included for staff to work in a set group. Only these groups of staff would support a person if there were any infection outbreaks.

Visits to people were being pre-booked and, as of 8 March 2021 would be limited to one indoor visitor. Where people needed regular visits, these were facilitated such as with a relative wearing PPE in a purpose-built building. Other means of staying in touch with relatives and friends included daily phone calls and video recordings of people's achievements.

There was an effective process to ensure staff had regular COVID-19 tests. This included risk assessments to manage any person who was not able to have a test. Staff used their knowledge of people's behaviours and actions to help identify any changes in health condition.

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

Tigh Calman

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 coronavirus 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 inspection took place on 8 March 2021 and was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

Is the service safe?

Our findings

S5 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 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 accessing testing for people using the service and staff. Although staff had regular testing for COVID-19, this was not done before staff started their shift. The manager told us they now had more rapid testing kits and they would be implementing this change.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. The provider did not ensure that visitors, staff's or people's temperatures were checked as per the latest guidance. The manager told us they would act on this where it was safe to do so.

We have also signposted the provider to resources to develop their approach.