

Phoenix Learning and Care Limited

27 Little Week

Inspection report

27 Little Week Lane
Dawlish
EX7 0LS

Tel: 07792124925

Date of inspection visit:
11 March 2021

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06 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

27 Little Week is a small care home offering accommodation and support for up to two young people. At the time of the inspection there was one person living there.

We found the following examples of good practice:

Visitors were only permitted by prior appointment. Due to the nature of the small, personalised service the home were able to ensure the person regularly kept in contact with their family and friends in a safe way. Each visit was risk assessed and all parties were aware of the guidelines for safe and enjoyable visiting.

People and staff were being regularly tested to ensure they had not contracted Covid-19. Strict measures were in place to ensure people and staff would be isolated immediately if they had any symptoms of the virus, or if they had tested positive. Contingency and admission plans were clear. People and staff had received their first Coronavirus vaccination.

There was a dedicated, positive staff group who knew the people they supported well. They ensured there was a good range of activities to suit the person's interests.

Safe procedures had been followed by staff to minimise the risk of transmitting Covid-19. They had good stocks of all personal protective equipment (PPE). There were supplies of PPE available around the home. Staff were seen using appropriate PPE. Staff had received training on donning and doffing and on the coronavirus pandemic from various sources including e-learning and from in-house training sessions. These included regular refreshers and discussion to ensure staff knew what to do. There was a consistent staff team as much as possible.

The person had been supported to understand what the pandemic meant for them using communications they could understand, such as easy read. Staff explained the television news and ensured the person's wellbeing was positively maintained.

The home was clean and hygienic and easily enabled space to allow social distancing and safe breaks for staff. Detailed cleaning schedules were in place for all areas of the home. All touch points were cleaned frequently including high touch points. Deep cleaning of all areas was carried out regularly. The home was well-ventilated.

The registered manager and providers acknowledged the staff team had been through a very difficult time and supported staff. The provider had sent thank you chocolates to the staff at the home. There was good communication with the provider through regular meetings, drop in sessions and online quizzes to promote positive morale. Counselling was available through the provider if necessary.

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

27 Little Week

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 11 March 2021 and was announced.

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 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.