

Desmond House Limited

# Desmond House Limited

## Inspection report

16-18 Desmond Avenue  
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Hull  
Humberside  
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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

Desmond House Limited is a care home providing personal care and accommodation for up to 19 people with mental health needs in one adapted building.

We found the following examples of good practice.

- The service sent letters or emails to visitors prior to arranging a suitable time to visit. These included a code of conduct to outline the expectations during visits to ensure people's safety and reduce the risk of infection transmission. Visitors had access to alcohol hand gel and face masks during their visits.
- Staff took time to speak with people, show them how to put on and take off their personal protective equipment (PPE) and explain the risks should they choose not to wear PPE. Staff were wearing PPE at all times to reduce the risk of transmitting the infection.
- The staff worked with people and their relatives to ensure they were aware of isolation procedures should they be needed. Relatives were encouraged to attend garden visits and use video calls and phone calls to support people's well-being.

Further information is in the detailed findings below.

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

We always ask the following five questions of services.

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

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 4 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## 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 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.