

The Brothers of Charity Services

# Lancashire Domiciliary Care Service

## Inspection report

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25 November 2020

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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

About the service:

Lancashire Domiciliary Care Service, provides care and support to people with learning disabilities and autism in approximately 50 supported living tenancies. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at infection prevention and control for people who received personal care.

We found the following examples of good practice.

Visitors to tenancies were provided with clear information on how to minimise the risks of infection. Hand cleaning facilities and personal protective equipment (PPE) was available for visitors.

Easy read versions of government guidance in relation to social distancing, hand hygiene and use of PPE was available.

Managers regularly checked with each tenancy how much stock of PPE they had access to. Individual tenancies could order PPE from the providers central supply. Records showed stocks of PPE exceeded current government guidance.

People had been supported to have contact with their families via social media platforms and had been supported to access activities with others via zoom meetings.

Staff received training on IPC procedures and the use of PPE. There were identified areas for staff to don and doff PPE in the tenancies. Cleaning routines and checklists for staff had been developed to minimise the risk of infection.

Individual IPC risk assessments had been completed for all tenants and staff to identify people at increased risk during the Covid 19 pandemic. Appropriate risk management plans had been developed to minimise these risks.

The provider had a contingency plan in place to respond to any future outbreaks.

## 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

**Inspected but not rated**

# Lancashire Domiciliary Care Service

## **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 conducting a thematic review of infection control and prevention measures in care homes.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 November 2020 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.