

Flatmead Limited

Chrislyn House

Inspection report

Flatmead Limited
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11 March 2021
18 March 2021

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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

Chrislyn House is a care home which is registered to provide accommodation and personal care for up to 19 people, including people with learning disabilities, mental health conditions and those living with dementia. At the time of the inspection there were 13 people living at Chrislyn House.

We found the following examples of good practice:

A protocol was in place for ensuring visitors could safely visit. This included testing for COVID-19 prior to entry and ensuring use of personal protective equipment (PPE), hand sanitisation and social distancing. Individual risk assessments were in place for some people to take short walks in the community with a named relative as an alternative to indoor visits.

There was an ample supply of adequate and sufficient PPE, and staff were observed to be wearing this in line with government guidance. Staff had received training in infection prevention and control and PPE and were regularly updated on COVID-19 by the registered manager, including through staff memos.

COVID-19 testing was being completed following the most up-to-date government guidance. The registered manager had systems in place to give oversight of who had been tested and when, so that appropriate action could be taken.

A cleaning schedule was in place, including regular sanitisation of touch points to reduce the risk of COVID-19 and other infections. Dedicated domestic staff were available to ensure this was completed to a good standard.

Furniture had been arranged to allow for social distancing in communal areas. Staff were seen to remind people about the importance of social distancing to help keep them safe from the risk of infection.

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

Chrislyn House

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 March 2021 and was unannounced.

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 accessing testing for people using the service and staff.
- 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 recommended some improvements to the set up and location of PPE 'donning and doffing' areas to reduce the risk of cross-contamination. We also highlighted some remedial works required to help ensure all areas of the service could be thoroughly cleaned, in particular two communal bathrooms. The registered manager confirmed works on the bathrooms had started shortly after our visit. We have also signposted the provider to resources to develop their approach.