

# Royal Mencap Society

# Curlew Close

## Inspection report

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Date of inspection visit:  
28 February 2022

Date of publication:  
23 March 2022

## 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

Curlew Close is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Curlew Close supports up to four people with a learning disability. At the time of our inspection there were four people living in the home.

We found the following examples of good practice.

The service had systems in place for safe visiting to allow people to see and speak to their relatives.

The service had sufficient stock of Personal Protective Equipment (PPE) which was available in designated areas for donning and doffing (put on and take off). Staff received training around the use of PPE.

The people living at Curlew Close were supported to access the community and visit relatives safely.

People were supported to understand COVID -19 through the use of easy read stories.

One relative told us they feel their family member is happy and safe and that the service has various protocols in place.

Staff had access to dedicated counselling and advice if they been affected directly or indirectly by COVID-19.

A cleaning schedule was followed to ensure effective measures to reduce infection risks, including tasks such as cleaning of any regular touchpoint surfaces.

The provider's systems and processes for managing COVID-19 had been reviewed and kept up to date.

## 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**

# Curlew Close

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 28th February 2022 and was announced. We gave the service prior notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 somewhat assured that the provider was accessing testing for people using the service and staff. We signposted the service to the government guidance related to regular testing for residents living in a care home.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. We signposted the service to develop their approach.
- We were assured that the provider's infection prevention and control policy was up to date.

People were supported to see their families in accordance with their preferences and in line with government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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

