

Homes Together Limited

12 Robert Street

Inspection report

12 Robert Street
Harrogate
North Yorkshire
HG1 1HP

Date of inspection visit:
07 December 2020

Date of publication:
14 December 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

12 Robert Street is a care home which can provide up to five people with personal care and accommodation. Five people with a learning disability and or autism lived there at the time of the inspection. Some people also required support for their sensory impairments.

We found the following examples of good practice.

- Personalised support was risk assessed where people did not understand to self-isolate in their room. This approach had led to positive support which promoted both independence and safety.
- The registered manager and provider were working closely with the local authority and public health department to devise a person-centred risk assessed plan to enable people if possible, to visit friends and family at the end of their outbreak period. They understood the complexity of balancing people's mental health needs and keeping people and those they live with safe.
- Staff supervised all essential visitors to ensure social distancing and infection control guidelines were followed. All visitors were asked a set of screening questions to ascertain any risks posed and to gather data for track and trace if required.
- People could choose to use applications such as video calls to maintain contact with their families and friends.
- The provider was fully aware of all current best practice guidance including the safe admission of people from hospital. This had been communicated to people, their families and staff as and when updates occurred.
- Personal Protective Equipment was available for staff and visitors in designated stations throughout the service. This reduced the risk of transmission.
- Cleaning schedules were thorough to ensure all areas were regularly cleaned to reduce the risk of transmission.
- Staff were able to seek quick healthcare support when people needed this. People's health was monitored twice per day to check for any signs they required additional medical support. We signposted the registered manager to a further tool to aid staff recognising signs of deteriorating health.

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?

Further information is in the detailed findings below.

Inspected but not rated

12 Robert Street

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 coronavirus, 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 7 December 2020 and was announced.

Is the service safe?

Our findings

- 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 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.
- We were assured that the provider was using PPE effectively and safely.