

Developing Lives Services (2000) Limited

Meyrick Cottage

Inspection report

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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

Meyrick Cottage is a care home registered to provide accommodation and personal care for up to six people diagnosed with autistic spectrum disorders and learning disabilities. At the time of the inspection there were five people living at the home. Meyrick Cottage includes two self-contained flats on the ground floor that support people to live as independently as possible. The remaining bedrooms are single occupancy and situated on the first floor, which is accessed by a central staircase. People have access to a communal kitchen, dining area and lounge that leads to a level access secure garden.

We found the following examples of good practice.

There was a clear procedure in place to safely welcome visitors to the home. Visitors were asked to sign in, show evidence of taking a Lateral Flow Device (LFD) test and have their temperature taken. There was a supply of appropriate personal protective equipment (PPE) and clear guidance posters on how people could keep themselves and others safe and minimise the risk of cross infection. PPE complied with current government standards and was used in line with government guidance.

People were cared for by staff trained in safe infection, prevention and control, (IPC) practices. Staff took part in regular training sessions that ensured they followed current IPC guidelines to reduce the risk of cross contamination and to help keep people safe.

We spoke with two people and one relative during the inspection. People told us they enjoyed living at Meyrick Cottage and felt safe there. People understood the constraints COVID-19 had placed on them and they were happy they were getting out and about to places they enjoyed again. One person told us, "I'm just going out now, I like going out I enjoy it." Another person said, "I like everything nice and tidy and I do my own cleaning. The staff keep the house clean; they have their times they clean everything." People told us they were pleased to see their visitors and looked forward to their visits. A relative told us, "There is always enough PPE available... there is hand sanitizer available everywhere and they check we have done our LFD tests. The home is absolutely clean and tidy, it couldn't be any cleaner. I've seen them cleaning it."

There was a clear system in place to ensure people and staff received their tests in line with government guidance. People living at Meyrick Cottage, and the staff team, were fully engaged in both the COVID-19 vaccine and testing programmes.

People had individual COVID-19 risk assessments. There was good use of easy read booklets and social stories to help people understand the risks relating to COVID-19 and to reassure people who might feel anxious seeing staff in PPE. The service was working within the principles of the Mental Capacity Act 2005 (MCA) in relation to all COVID-19 processes.

The service ensured people and relatives were kept informed of the current COVID-19 guidelines. The registered manager and staff knew their visitors well and were able to keep people informed through their

visits and telephone and e mail communications.

The service made good use of technology to ensure people could maintain contact with people that were important to them. People had the use of virtual video calling facilities using the internet, electronic tablets and computers as well as the use of telephone and e mail.

The premises and equipment were visibly clean and all areas were well ventilated and uncluttered to ensure people's safety. The service had robust cleaning systems in place with scheduled daily, weekly and monthly cleans and frequent high touch point cleaning for high risk areas such as door handles, handrails and light switches. Cleaning products used were in line with government guidelines and were effective against COVID-19.

Policies and procedures were in line with current government guidance and used to inform staff, people and their families. Governance arrangements ensured that IPC policies and procedures were met.

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

Meyrick Cottage

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 arrangement. 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 2 February 2022 and was announced. We gave the service 24 hours 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 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.

The provider was facilitating visits for people living in the home in accordance with the current 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.