

Allied Health-Services Limited

Allied Health-Services Manston Court

Inspection report

Manston Court
Lordshill
Southampton
SO16 8HF

Date of inspection visit:
22 February 2022

Date of publication:
15 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

Allied Health-Services Manston Court is one of three extra care housing schemes in the same area of Southampton where the provider is registered to provide personal care services. The three schemes have the same registered manager and use the same policies, processes and procedures. People live in their own flats in a single block and have individual care plans based on their needs.

Not everyone living in Manston Court received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

We found the following examples of good practice.

The provider worked within government guidance during the COVID-19 pandemic. The provider had updated and adapted procedures related to infection control. There were individual risk assessments for people using the service and staff who were believed or confirmed to have COVID-19.

The provider had experienced workforce challenges affecting the adult social care sector. They had managed these internally to maintain a safe, compliant environment for people using the service. They continued to recruit new staff.

The provider had worked closely with the local authority housing service to make adaptations to the use of shared areas within the service, and to manage the risk of COVID-19 throughout. The provider had used an empty flat as extra space for staff use to allow distancing and more space for activities such as changing into their uniform.

The provider's staff had adapted their roles to take on additional tasks and activities. This reduced the risk of COVID-19 transmission by limiting the number of professional and other visitors to the service at times of high risk. These tasks included monitoring people's oxygen levels if they had tested positive for COVID-19, and additional cleaning duties to maintain high standards of hygiene and cleanliness. The registered manager took and followed advice from both the provider's organisation and local health and social care partners.

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

Allied Health-Services Manston Court

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 (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 22 February 2022. 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using personal protective equipment (PPE) effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks could be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

The provider's approach to visiting was in line with government guidance. Where necessary they had supported people to have safe visits in their own flats.

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. Allied Health-Services Manston Court is not a registered care home, but the provider managed staff vaccinations in line with the relevant regulation.

- 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.