

The Regard Partnership Limited

The Regard Partnership Limited - Restormel Terrace

Inspection report

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Date of inspection visit:
03 March 2021

Date of publication:
06 April 2021

Ratings

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

Summary of findings

Overall summary

8, Restormel Terrace (known as Douglas House by people who live there) is a residential care home, which provides accommodation and support to people with a learning disability and/or autism. The service is registered to support a maximum of four people. At the time of the inspection four people were living at the service.

We found the following examples of good practice.

Visiting arrangements were in place, which ensured people could keep in touch with their loved ones. There was a system in place to ensure any visits were staggered and allowed for social distancing. People were supported to occupy their time in a meaningful way when they were unable to spend time outside of the service.

Staff had received infection, prevention and control training, they wore PPE correctly, understood the importance of it, and spoke confidently about how they put it on and took it off in line with infection control guidelines. People who lived in the service were supported to understand the importance of handwashing and some chose to wear face coverings when out in the community and in communal areas of the home.

Cleaning routines at the service had been increased which now included high touch areas, such as door handles and light switches. People who lived in the service were supported to understand the risks associated with COVID-19 and were involved in the cleaning of the house and their personal space.

There was an enthusiastic approach to testing, and the vaccine had been rolled out to people and staff. Risk assessments were in place as required and measures were being taken to protect people and staff who were assessed as being in a vulnerable category.

The registered manager had a good understanding of infection, prevention and control guidance and was confident in their decision-making processes, liaised with relevant agencies, and knew how to access local support.

To assess and monitor ongoing infection and control practices within the service, the registered manager had spot checks in place. The registered manager and provider had reflected on a previous outbreak in the service and had learnt lessons and made changes to minimise risks in the future. Should an outbreak occur the registered manager had a robust contingency plan in place and staff were confident about what action to take.

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

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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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 March 2021 and was announced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was preventing visitors from catching and spreading infection. Health screening, including the taking of temperature on staff were taking place when they were already in the building. Following the inspection, the registered manager assured us immediate changes to practice had taken place to ensure checks were carried out before visitors including staff entered the main part of the service.
- 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, the testing of staff was taking place on a landing with reduced ventilation and near people's bedrooms. COVID-19 testing of staff was being carried out on the first-floor landing of the home. This took place outside of people's bedrooms with limited ventilation. The registered manager took advice as requested and informed us staff are now undertaking testing before entering the service.
- 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 have also signposted the provider to resources to develop their approach.