

Care at Home Group Ltd

# Unit 24 Price Street Business Centre

## Inspection report

Unit 24  
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Date of inspection visit:  
14 January 2022

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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

Unit 24 Price Street Business Centre is a domiciliary care service providing personal care and support for people in their own homes. This service is part of Care at Home Group Ltd. The CQC only inspects where people receive personal care. This is care and support in relation to personal hygiene and eating.

We found the following examples of good practice.

We were assured the provider and staff at the service had taken appropriate action to help minimise the spread of infection and help ensure people were safe during the COVID-19 pandemic.

Staff members told us that they received appropriate support to help keep themselves and others safe including having additional training on COVID-19 risks, being provided with supplies of appropriate PPE and having access to regular testing at the providers office. Any staff members who were at high risk from COVID-19 had appropriate measures in place. Staff members described a positive culture of teamworking at the service.

The service had made use of testing for COVID-19 for staff members.

The registered manager showed us, and staff told us that they had received appropriate training, support and regular reminders in infection prevention and control practices. This included appropriate reminders when staff logged into the mobile recording app on their phones, and regular newsletters.

Staff members were provided with appropriate PPE and the service had good supplies of this equipment. We spoke with four people who use the service, the majority told us that staff always wear appropriate PPE when visiting their home.

The provider had ensured that an appropriate infection prevention and control policy was in place. They had also ensured that appropriate plans were in place in the event of any outbreak, to help ensure that people using the service remained safe.

The registered manager worked in partnership and shared information with the local Infection Prevention and Control Team (IPC) when any staff member or person using the service tested positive for COVID-19.

## 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**

# Unit 24 Price Street Business Centre

## **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.

We received information of concern about some infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures 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 14 January 2022 and was announced. We announced the inspection on 13 January 2022 at the end of the working day. Following our visit, we made phone calls to four people who used the service and spoke with three staff members.

# 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 to the office base from catching and spreading infections.
- We were assured that the provider was safely introducing new people 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 staff. The registered manager had records of these tests; however, the records were not kept in a manner that would enable them to identify if a staff member missed testing. We have signposted the provider to resources to help develop their approach.

On one occasion incorrect advice had been given to a staff member which resulted in them not isolating when they needed to do so. We spoke with the registered manager about this, they were aware of and had investigated this incident. They showed us that they had taken appropriate steps to ensure this did not happen again.

- We were assured that the provider was promoting safety through staff hygiene practices and hygiene practices at their office base.
- 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; and staff received appropriate IPC training to enable them to care for people safely.