

L&Q Living Limited

Montbazon Court

Inspection report

Cleves Avenue
Brentwood
Essex
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Date of inspection visit:
20 January 2022

Date of publication:
03 February 2022

Ratings

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

Summary of findings

Overall summary

Montbazon Court provides personal care to people living in specialist 'extra care' housing. People using the service lived in individual flats within a shared building with access to communal living areas and shared gardens. At the time of the inspection, 15 people were receiving support with their personal care.

Not everyone who used the service 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 had increased cleaning in the shared living spaces and displayed posters to provide guidance for staff and visitors on safe infection prevention and control processes.

The provider had created personal protective equipment (PPE) stations at several points throughout the service to ensure staff had easy access to supplies of aprons, gloves and masks.

The registered manager communicated regularly with people's relatives and offered people guidance and support to plan safe visits to their homes.

The provider had introduced infection control lead roles within the staff team to monitor the stock of PPE and ensure safe hygiene practices were being followed.

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

Montbazon 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. 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 20 January 2022 and was announced. We gave the service 48 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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The provider had processes in place to mitigate the risks associated with an outbreak. However, they had not notified the appropriate authorities when an outbreak in the service occurred.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

We have also signposted the provider to resources to develop their approach.