

## Consensus Support Services Limited

# The Heathers

### Inspection report

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03 November 2020

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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

The Heathers is a residential care home providing personal care to nine people with a learning disability at the time of the inspection. The service can support up to 12 people.

We found the following examples of good practice.

- Staff were observed to wear the correct Personal Protective Equipment (PPE) in line with government guidance. PPE was accessible throughout the service.
- There was a clear process for visitors, which included a symptom check, temperature check, the wearing of PPE and use of hand sanitiser.
- People were supported to maintain contact with family members and friends via phone, video calling and socially distanced out door visits. The service had updated its visitors policy in line with changes to government guidance.
- When people returned to the service or returned from hospital, government guidance was followed to support them self-isolate for the required period of time. They were also required to have a negative test result prior to admission. This reduced the risk of transmission of Covid-19.
- Cleaning schedules had been increased to ensure high touch surfaces were cleaned regularly. Additional cleaning had been introduced to maintain good hygiene standards.
- The service had adequate space to enable people to maintain a social distance within the service.
- The service had considered the individual support people would need if there was a Covid-19 outbreak.
- The provider regularly sent a 'Frequently asked questions' document to registered managers, keeping them updated about organisational changes and government guidance.
- Testing was completed in the home weekly for staff and monthly for people using the service. This meant prompt action could be taken should anyone test positive for Covid-19. The service planned to implement improvements in line with the Mental Capacity Act 2005 for testing.
- The service was observed to be clean and there was an up to date infection control policy. Infection control audits were undertaken, the service planned improvements to these.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

This review was undertaken in response to concerns received in regards to infection prevention and control. We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# The Heathers

## **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 infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 03 November 2020 and was unannounced.

# Is the service safe?

## Our findings

S5□ 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 have also signposted the provider to resources to develop their approach.