

Consensus Support Services Limited

The Pines

Inspection report

Culford Road
Fornham St Mary
Suffolk
IP28 6TN

Tel: 01284705062

Date of inspection visit:
20 January 2022

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01 February 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

The Pines is a service that provides personal care and accommodation for up to 12 people who have a learning disability and who may autistic. On the day of the inspection, there were 12 people living at the service. This inspection took place on 20 January 2022 and was announced. We gave the provider 24 hours' notice as the service is small and we needed to be sure someone would be at home.

We found the following examples of good practice.

The service had policies and procedures to assist the registered manager and staff to manage any risks associated with the COVID-19 pandemic.

There was sufficient supply of Personal Protective Equipment (PPE) for staff and any visitors to use. Hand sanitiser was readily available. Staff had received updated training on the use of PPE, and we observed staff wearing it correctly during our visit.

A programme of regular COVID-19 testing for both people living at the service, their visitors and staff was in place. All visitors, including healthcare professionals were subject to a range of screening procedures, including a temperature check, screening questionnaire, showing evidence of vaccination and a negative lateral flow test before entry into the service was permitted.

People living in the service and their relatives were supported to maintain contact, with visiting available at all times.

Daily cleaning schedules were in place and tasks were completed by staff including two hourly cleaning of frequently touched areas. Within one of the kitchen's the worksurfaces were worn . There was also an area of broken flooring in another kitchen. This meant cleaning may not have always been effective. The registered manager told us works to address these had already been agreed by the provider and dates were being scheduled to commence.

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

The Pines

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 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 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 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.

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.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.