

Consensus (2013) Limited

Wallace Crescent

Inspection report

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20 April 2021

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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

Wallace Crescent is a care home providing care and support for people with learning disabilities and mental health support needs. The service is divided into eight self-contained flats and each person has their own bathroom, kitchen and living room. At the time of our inspection there were eight people using the service.

We found the following examples of good practice.

The service had systems to ensure visits happened safely, including a Visitor Champion to manage visit bookings, health screening for visitors and a one-way in and out system so visitors could move safely through the service.

Staff supported people to continue accessing the local community. They prepared bags with hand sanitiser, masks and other items to help people stay safe while out.

The service had easy-read information for people with COVID-19 guidance, including how to keep themselves and others safe, visiting arrangements and staying in touch with families, and where to find more information and support.

Where people found social distancing difficult because of their care needs or found it distressing to see staff wearing masks, staff found creative ways of working with them to help them stay safe while ensuring their needs were met.

The service worked well in partnership with other services to make sure people moving into the service received safe and appropriate care during the transition. This included assessing whether people had capacity to make certain decisions about their care such as receiving COVID-19 vaccinations, and working with other services to decide what was in people's best interests.

People and staff received regular COVID-19 tests and the provider had a system to monitor this and check tests were completed at the prescribed frequency.

The provider had robust support systems for staff, particularly around risk assessment and returning to work after sickness.

The service's IPC policies including visiting and admissions policies were up to date with the latest guidance around 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

Wallace Crescent

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 20 April 2021 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 were assured that the provider's infection prevention and control policy was up to date.