

Sanctuary Home Care Limited

# Tollemache Road Respite Service

## Inspection report

31-33 Tollemache Road  
Prenton  
Merseyside  
CH43 8SU

Tel: 01905334000

Date of inspection visit:  
18 May 2021

Date of publication:  
18 June 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

The service provides short stay respite services for up to 10 adults who have a learning disability or a physical disability. The number of people staying at the service at any one time varied from week to week. At the time of this inspection there were six people using the service.

We found the following examples of good practice.

- The service followed safe visiting procedures.
- Temperature checks were completed on all visitors and evidence of negative test for COVID-19 was a requirement before entry into the building.
- Shielding and social distancing rules were complied with. The environment had been adapted to support social distancing. Each room within the building had a clear sign on each door of the maximum occupancy at any one time. This was for the benefit of staff, people living in the home and visitors.
- Safe procedures were followed for admitting people to the service. People were only admitted following evidence of a negative COVID-19 test.
- Stocks of the right standard of personal protective equipment (PPE) were well maintained and staff used and disposed of it correctly.
- The registered manager had implemented new systems, for example staff were provided with clothing they changed into and out of in the premises. This meant the clothing was always washed on site and reduced the risk of any contamination.
- Staff had access to regular testing.
- Guidance on the use of PPE and current infection prevention and control (IPC) procedures were clearly visible across the service. PPE stations were available throughout the home.
- Staff knowledge and practice in regard to infection prevention and control procedures for example, 'donning and doffing' PPE and hand washing, was regularly checked. This was also revisited through staff meetings and through handover sessions.
- The provider had access to see through masks to enable effective communication with people if this was deemed necessary.
- Communication between the home and relatives was maintained through email and letters.

# 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

# Tollemache Road Respite Service

## **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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 May 2021 and was announced.

## 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.