

Evergreen Partnership Maple House

Inspection report

Woodmansterne Lane
Wallington
Surrey
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Tel: 02082549403

Date of inspection visit:
25 January 2022

Date of publication:
01 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

Maple House is a residential care home which can support up to 4 people in one adapted building. The service specialises in supporting people with a learning disability and/or autistic people. At the time of this inspection the service was providing personal care and support to 2 people.

We found the following examples of good practice.

Following a positive case of COVID-19 at the service, the provider had responded immediately and appropriately to ensure the safety of people and staff. The provider had been open and transparent with relatives about the positive case and supported relatives in making decisions about visiting their family members. Relatives not able to visit, kept in touch with people through video and telephone calls.

Visitors were screened for symptoms of infection and given information about the safety procedures to follow. People and staff were tested for COVID-19 at appropriate intervals and the service made sure staff and visiting professionals were vaccinated against COVID-19. Staff only worked at this location which helped reduce infection risks. The provider had been able to maintain staffing levels to make sure people experienced the same level of service.

Staff had been trained in COVID-19, infection prevention and control (IPC) and in the use of personal protective equipment (PPE). There were designated areas for donning and doffing of PPE and handwashing facilities were easily accessible to people, staff and visitors. Staff followed current guidance and practice throughout our visit.

The environment was clean and hygienic. Enhanced cleaning took place throughout the environment on a daily basis. Communal spaces were used creatively to ensure people could continue to interact with each other and staff in a safe way.

The registered manager was the designated lead for IPC at the service and undertook regular audits to make sure staff complied with current guidance and practice. The service's IPC policy and plans for managing an outbreak were up to date and in line with current guidance.

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?

Further information is in the detailed findings below.

Inspected but not rated

Maple House

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 (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 25 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.