

# Consensus Support Services Limited

# Courtwick Park

## Inspection report

Courtwick Lane  
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Date of inspection visit:  
16 March 2021

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## 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

Courtwick Park is situated in Littlehampton, West Sussex. It is a residential care home providing accommodation and personal care for up to 10 people living with a learning disability and/or autism. At the time of the inspection there were seven people living at the home.

We found the following examples of good practice.

Following an outbreak of Covid-19 earlier in the year, the home was still closed to visitors. Some staff had lived-in for a few days to minimise the risk of the spread of infection.

Families had been informed of the Covid-19 outbreak in the home and were provided with regular updates about their loved ones; the registered manager said that relatives had been very supportive during this difficult time. A visiting policy and guidance had been prepared in readiness for when the home was open again. Any visitors would be required to undergo a temperature check, use alcohol hand-gel, be given a mask or any other personal protective equipment (PPE) in line with government guidance, and had to complete a lateral flow device (LFD) test. If the test result was negative, then the visitor would be allowed into the home. Visitors would be welcomed outside the home pending the result of the LFD test. Social distancing guidelines would be observed. A large building nearby could be used for visiting and would be easy to sanitise following each visit.

Social distancing guidelines had been put into practice. At the time of the Covid-19 outbreak, people had stayed in their rooms. Staff wore PPE when undertaking any personal care and around the home; this was disposed of safely. People did not really understand about the pandemic and why restrictions had been placed on them, but they were supported by staff to follow government guidance. The layout of the home did not lend itself to being zoned during the outbreak, but there were two lounges which were used separately, according to whether people had tested positive or not.

Staff were trained in the use of PPE and we observed staff using this appropriately. Online videos and printed posters on display reminded staff of the routines for donning and doffing PPE. All staff had completed training in infection prevention and control (IPC) and in safe hand-washing techniques. The home had sufficient supplies of PPE.

The home was very clean and hygienic practices were employed. Additional cleaning took place in high touch areas such as on light switches, banisters, and kitchen cupboard doors, in addition to regular cleaning. Windows were opened, where safe to do so, and the home was well-ventilated. IPC audits around the home were completed satisfactorily.

## 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**

# Courtwick Park

## **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 coronavirus, 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 16 March 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.