

# Adelaide Care Limited

# Jane House

## Inspection report

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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

Jane House is a care home providing accommodation and personal care for up to eight adults with autism and/or learning disabilities. Four people lived in the main house and four people lived in self-contained annexes adjacent to the main building. The home was fully occupied at the time of our inspection.

The provider had implemented measures to reduce the risk of infection. Staff had access to the personal protective equipment (PPE) they needed for their roles and had received training in its use.

Staff kept the home clean and hygienic. Additional cleaning schedules had been implemented since the beginning of the pandemic, including for high-touch areas such as door handles.

The provider had an appropriate infection prevention and control (IPC) policy. Staff carried out regular IPC audits to ensure standards in this area were monitored effectively.

The provider had taken action to minimise risks to people who used the service and staff. Risk assessments had been carried out to identify and mitigate risks, including for people in vulnerable groups.

The provider had a contingency plan for the service, which had been reviewed in the light of changing Covid regulations.

Staff had accessed weekly Covid testing. If staff returned positive test results, they did not return to work until they had completed an appropriate period of self-isolation.

People who lived at the home also had access to testing and the provider sought their consent to this. The provider had appropriate procedures in place to ensure decisions were made in people's best interests if they lacked the capacity to make a decision.

If people returned positive test results, staff supported them to self-isolate in their bedrooms. A member of staff was assigned to support each person self-isolating. This meant staff were available to support people in their chosen in-house activities. If people chose to leave their bedrooms, staff reported that they cleaned any communal areas people had used afterwards.

The provider recognised the importance of consistent staffing and support for people due to their communication needs. The staff at Jane House only worked at this service. The registered manager told us the service did not use agency staff.

People's families were unable to visit the home at the time of this inspection due to national coronavirus restrictions. Staff had supported people to maintain contact with their families through platforms such as FaceTime and WhatsApp video calls.

Staff had supported people to access healthcare treatment if they needed it. Some healthcare appointments had been held via video link but when necessary, such as for dental treatment, people had been supported to attend face-to-face appointments. Any visitors to the home were screened before entering the service, including temperature checks.

The provider had supported staff during the pandemic through the provision of information and guidance, at team meetings and at individual supervisions. Staff had been encouraged to speak up about any anxieties or concerns they had.

We found the following examples of good practice.

The home's staffing model ensured people received consistent support and minimised the movement of staff in and out of the service. If staff needed to use public transport to travel to and from work, they did so outside peak hours to minimise the risk of infection.

Staff had used resources such as social stories to provide information about Covid-19 to people in an accessible way. This had helped people understand Covid restrictions and the reasons for them.

Further information is in the 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?**

We were assured that the provider was following safe infection prevention and control procedures.

**Inspected but not rated**

# Jane 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 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 18 November 2020 and was unannounced.

# Is the service safe?

## Our findings

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 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.