

Medstar Care & Support Limited

Beaconsfield Road

Inspection report

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Enfield
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Date of inspection visit:
24 January 2022

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11 March 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Beaconsfield Road is a residential care home providing personal care and support for up to four adults with physical and learning disabilities and profound or complex needs. At the time of our inspection, four people were using the service.

We found the following examples of good practice.

The staff worked with people to help them understand the pandemic and how they could keep themselves safe. The registered manager told us people had initially found staff wearing masks distressing and would try and take them off the staff. Staff used storyboards and constant reassurance to explain the COVID-19 pandemic, use of masks and the importance of hand washing. The registered manager told us people now wore their masks without prompting and would signal to wash their hands or use hand sanitiser.

People were supported by staff to access the community in a safe way and often used the local park. People were starting to go back to college and visit relatives. The home recognised the importance of people having family and friends visit them and this was supported in a safe way. Clear guidance was provided to visitors on arrival. There were posters explaining how the service would keep people safe at the entrance of the home. The home was large enough to allow visitors space to ensure social distancing and visitors were screened for symptoms of COVID-19 before entering the home.

Where healthcare professionals visited, they were also screened for symptoms of COVID-19 and their most recent COVID-19 test results checked in line with government guidance.

People had individual risk assessments around COVID-19 to ensure staff understood people's personal risks and how to keep them safe. These were reviewed regularly.

Staff were part of the routine COVID-19 testing programme. We observed staff using appropriate PPE in line with government guidance.

Staff had received training around infection control, COVID-19 and using PPE correctly. The registered manager and organisation had supported staff through the pandemic, ensuring changes in guidance were effectively communicated using daily handovers and staff meetings.

There were robust cleaning processes in place to minimise the risk of transmission. Touch points such as door handles were cleaned regularly. At the time of the inspection the home, including people's bedrooms, was clean and smelled fresh.

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

Beaconsfield Road

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 24 January 2022 and was announced. We gave the service two hours notice of the inspection to ensure a senior member of staff would be present to support the inspection as this is a small home.

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.