

Encompass (Dorset)

Elsadene

Inspection report

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24 February 2021

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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

Elsadene is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided. Elsadene is a large, detached property in Weymouth. The home is set out over three floors and provides long term accommodation and care for up to 13 adults living with enduring and complex mental health needs. At the time of our inspection 12 people were living at the home.

We found the following examples of good practice.

Staff used personal protective equipment [PPE] when interacting with people. People were supported to understand the measures that were in place regarding infection prevention and control, such as face masks and aprons.

There was an infection control lead. This enabled the housekeeping team and care staff to work effectively together to ensure infection prevention and control measures were followed

Infection prevention and control audits took place and action plans were developed to follow up on any required actions. This ensured the provider had effective oversight of infection control measures. The providers infection prevention and control policy was up to date.

Regular COVID testing was carried out at the service for both staff and people living there, and contingency plans were in place in the event of any outbreak of Covid-19 or other emergency.

The provider had ensured staff had access to training about their emotional response to the pandemic and to counselling support.

Staff told us they knew how to raise any concerns or complaints around IPC practice if they thought it is unsafe or not effective without fear or discrimination.

The service demonstrated a good understanding of when and how to access local IPC resources (for example local health protection team or infection control leads) when they need advice and support.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Elsadene

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 coronavirus 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 24 February 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 admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely. Although staff had received PPE training, some staff needed to be reminded when to put on and take off PPE appropriately. The provider planned to arrange refresher training for all staff.
- 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 have also signposted the provider to resources to develop their approach.