

Creative Support Limited

Creative Support - Leonora Street

Inspection report

20 Leonora Street
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Stoke On Trent
Staffordshire
ST6 3BS

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Date of inspection visit:
12 August 2020

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04 September 2020

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

About the service

Creative Support - Leonora Street is residential home, providing personal care for up to 16 people with long term, complex mental health needs. At the time of the inspection there were 14 people living at the home.

We found the following examples of good practice

- Relatives and people were encouraged to use video calls to enable them to see each other during the lockdown period. The provider purchased a tablet to ensure everyone had access to video calling.
- A health screening questionnaire was completed before visitors entered the service. This included a temperature check and contact details for each visitor should anyone in the service become symptomatic.
- Discussions were held with staff to reduce anxieties and the provider had ensured there were mental health services available for staff to use if needed.
- There was a hardship fund available for staff to access a grant to help if they were experiencing financial issues and to relieve any personal stresses.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Creative Support - Leonora Street

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 12 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.