

Hightown Housing Association Limited

Wendover Road

Inspection report

87 Wendover Road
Stoke Mandeville
Aylesbury
Buckinghamshire
HP22 5TD

Tel: 01296615403
Website: www.hpcha.org.uk

Date of inspection visit:
13 January 2022

Date of publication:
20 January 2022

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

Summary of findings

Overall summary

Wendover Road is a service located in Stoke Mandeville, Buckinghamshire, registered to provide accommodation and personal care to up to four people. At the time of this inspection the service was fully occupied.

We found the following examples of good practice:

- Safe arrangements were in place for professionals visiting the service. This included a confirmed negative lateral flow test result, proof of vaccination against COVID-19, the requirement to show a COVID-19 pass, hand sanitisation and wearing personal protective equipment (PPE).
- Policies, procedures and risk assessments related to COVID-19 were up to date which enabled staff to keep people safe.
- All staff had received training and followed correct infection prevention control guidance and using PPE processes. The provider ensured a sufficient stock of appropriate PPE and there were designated notice boards available to remind staff about correct guidelines and handwashing techniques. There was a programme of training refreshers to ensure staff knowledge was kept up to date. Spot checks took place to ensure staff adhered to the training provided.
- The provider has assessed the impact of how PPE may cause fear and anxiety for people, particularly those who had limited mental capacity to understand the need for the staff to wear PPE. They mitigated these concerns using the COVID-19 risk management framework.
- The service was clean and fresh, staff carried out a number of additional tasks, such as cleaning of any regular touchpoint surfaces. Regular infection control audits took place and actions had been followed up when required.
- Staff had been trained and knew how to immediately instigate an enhanced infection control measures to care for people with symptoms to avoid the virus spreading to other residents and staff.
- The provider offered support to aid the wellbeing of the team, individual assessments had been carried out with staff to ensure any individual circumstances or health conditions were known and the support could be offered as needed.
- The registered manager reported good support from the local health professionals and the team at the provider's head office.

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

Wendover 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 13 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

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.