

Dove Care Limited

Lifestyles

Inspection report

55-59 Wentworth Road
Scarcroft Hill
York
North Yorkshire
YO24 1DG

Tel: 01904645650

Date of inspection visit:
20 January 2022

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07 February 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

Lifestyles is a care home providing accommodation and personal care to 18 people who have mental health needs. Five people living at the service had a learning disability. The service can support up to 19 people.

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).

The service was clean and fresh, staff carried out a number of additional tasks, such as cleaning of any high touchpoint surfaces. Regular infection control audits took place and actions had been followed up when required. The registered manager had a refurbishment plan in place to address maintenance work required at the service.

The registered manager had a good understanding about the impact of the pandemic on the people they supported. They recognised the particular difficulties they faced and did all they could to make reasonable and safe adjustments to support people and meet their needs.

The registered manager and staff demonstrated a commitment to providing people with continuity of care and support and stated they had received good support from the provider, relatives and the local health professionals during the COVID-19 pandemic.

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

Lifestyles

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 20 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 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.
- 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.

We have also signposted the provider to resources to develop their approach.