

# Community Homes of Intensive Care and Education Limited

## Argyll House

### Inspection report

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Date of inspection visit:  
07 October 2020

Date of publication:  
30 October 2020

### Ratings

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

# Summary of findings

## Overall summary

Argyll House is a residential care home registered to provide accommodation and support for up to five people with learning disabilities. There were five people living at Argyll House when we visited for this inspection. People's bedrooms were single occupancy and had en-suite facilities.

We found the following examples of good practice.

The premises were kept in a clean and hygienic condition throughout. We reviewed cleaning schedules. These showed areas which could pose a higher risk of cross-infection, such as surfaces and door handles, were sanitised three times each day. Audits took place to monitor infection prevention and control across the service.

There was clear signage for staff and visitors. Anyone entering the home had their temperature taken and were asked questions about their health to identify signs of infection. Staff used a room close to the entrance for hand hygiene and putting on personal protective equipment (PPE) before having contact with people who use the service.

We observed staff wearing appropriate PPE. Staff had received training on infection prevention and control and the registered manager carried out regular checks to ensure staff adhered to correct guidance. PPE stock levels were monitored on a daily basis. Some people using the service were unable to understand social distancing guidelines. We observed staff in communal areas wearing gloves and masks where they had close contact with people using the service.

The home was registered to regularly test staff and people using the service for COVID-19 infection. The service had a good supply of testing kits and all test results had been negative. The registered manager had accessed antibody tests for staff which can indicate if a person has already had a COVID-19 infection. This testing was ongoing at the time of our visit.

Some people using the service could not consent to COVID-19 swab testing. Where staff believed a person was unable to give informed consent, the service documented a mental capacity assessment and best interests decision. The documentation we reviewed was detailed and demonstrated how the service had considered the person's rights and protected characteristics when reaching a decision in their best interests.

The service had not received any new admissions from hospital or the community. The service had not experienced any confirmed cases of COVID-19 during the pandemic. We reviewed the service's infection control policy and other documents which showed how staff would support a person with symptoms or a diagnosis of COVID-19. This included enhanced measures for laundry, waste, self-isolation protocols, staff deployment and cleaning.

Local lockdown restrictions had impacted visitor arrangements. At the time of our inspection, the local lockdown had recently ended. The service was reviewing how each person would be best supported to maintain contact with family members. Staff supported one person to see family at a garden visit. The registered manager was in contact with another family to plan a home visit. A risk assessment process was ongoing to agree how infection risks would be mitigated.

The service had worked creatively during the pandemic to ensure people using the service accessed activities they enjoyed and maintained contact with family members. Digital technology was used for video calls. The service had considered how people's preferred activities could be adapted in response to local restrictions. An exercise bike was purchased for people who enjoyed cycling. A sensory garden was created and at the time of our inspection, the conservatory was decorated to host a Halloween party for people using the service.

## 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 was following safe infection prevention and control procedures, to keep people safe.

**Inspected but not rated**

# Argyll House

## **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 7 October 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.