

United Response

United Response - 60 Woodland Way

Inspection report

60 Woodland Way
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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

United Response - 60 Woodland Way is a residential care home providing personal care and support to six adults with a learning disability or autism at the time of this inspection. The service can support a maximum of six people.

We found the following examples of good practice.

The service was facilitating visits to people living at the care home in accordance with current government infection prevention and control (IPC) guidance. For example, the care home was now open to visitors providing they followed the provider's strict COVID-19 guidelines. This included ensuring all community-based health and social care professionals visiting the service were fully vaccinated against the virus, unless they had an exemption.

Alternative arrangements had been put in place to help people who had been required to self-isolate in their room remain in contact with their family and friends. For example, people's family and friends who were unable to visit the care home in-person were encouraged to remain in regular contact with them through the use of telephone and/or video calls. The service had also facilitated 'window visits', which enabled family members and friends to see and speak with their loved ones from the safety of the care home's rear garden.

Staff wore their personal protective equipment (PPE) in accordance with current (IPC) guidance. The service had adequate supplies of PPE that met current demand and foreseen outbreaks.

Staff received ongoing in-house and externally sourced IPC and PPE training during the pandemic.

The registered manager demonstrated a good understanding of the principles of isolation, cohorting and zoning, and knew which external authorities to go to for advice when there had been a COVID-19 outbreak at the care home.

The service participated in a 'whole home' COVID-19 testing program. This ensured everyone living, working or visiting the care home were regularly tested for COVID-19. The provider knew how to apply for COVID-19 home testing kits and had adequate supplies. The service was also meeting current requirements to ensure non-exempt staff working in the care home were fully vaccinated against COVID-19.

The care home looked and smelt clean. There was a rolling cleaning program in place for staff who were expected to routinely clean high touch surfaces, such as light switches, grab rails and door handles, at least three times during the day.

The provider operated effective monitoring systems to check staff complied with best IPC practices and were fully vaccinated against COVID-19. For example, the registered manager routinely toured the premises

to check staff continued to wear their PPE correctly and the care home was kept hygienically clean. Furthermore, following a recent audit of the care home by the local authority they were assured the service met good IPC guidelines.

The service had taken adequate measures to protect people living and working at the care home assessed as being at higher risk of catching COVID-19. The provider had put adequate measures in place to mitigate the risks associated with COVID-19 related staff pressures. The service currently had its full complement of care staff.

We were assured that this service met good infection prevention and control guidelines.

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

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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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 07/02/22 and was announced. We gave the service 48 hours' notice of the inspection.

Is the service safe?

Our findings

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.

The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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