

# Hertfordshire County Council

# Isabel Court

## Inspection report

1-6 Isabel Court  
Walton Road  
Hoddesdon  
Hertfordshire  
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Website: [www.hertsdirect.org](http://www.hertsdirect.org)

Date of inspection visit:  
18 February 2021

Date of publication:  
14 April 2021

## 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

Isabel court is a 'care home' that is registered to provide accommodation and personal care. The service operates as a short break and respite care service for people with a learning disability and/or physical disability for up to three people. At the time of the inspection two people were living at Isabel Court.

We found the following examples of good practice.

Procedures were in place to prevent the spread of infection. Personal protective equipment (PPE) practices were in place. For example, staff were observed to be wearing PPE and appropriate additional cleaning protocols were in place.

The service kept up to date with government guidance around visiting but as this is a short stay respite service, visits were very minimal.

People were supported to maintain their wellbeing by having activities that interested them, such as, listening to music, watching TV, reading and if they wish to go outside staff were on hand to support them.

There was a robust business continuity plan. This included procedures to follow in the event of an infection breakout. Different areas of the service would be used to isolate people to prevent the spread of infections.

## 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**

# Isabel Court

## **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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place

This inspection took place on 18 February 2021 and was announced.

# Is the service safe?

## Our findings

- 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 somewhat 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.

People residing for respite were not being tested as per national guidance. The Registered manager told us they were in the process of introducing Lateral flow testing LFT in the future.

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