

## Crossways Community

# Crossways Community

### Inspection report

8 Culverden Park Road  
Tunbridge Wells  
Kent  
TN4 9QX

Tel: 01892529321

Website: [www.crosswayscommunity.org.uk](http://www.crosswayscommunity.org.uk)

Date of inspection visit:  
29 March 2021

Date of publication:  
28 June 2021

### Ratings

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

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Crossways Community is a residential care home which is registered to provide accommodation and personal care for up to 17 people who have or are recovering from mental health problems. At the time of the inspection 16 people were living at the home. The service is provided from an adapted home across two floors.

We found the following examples of good practice.

The service supported people to maintain safe contact with friends and family. This included staff supporting people to use the telephone and internet. Visits were facilitated using the garden and conservatory area of part of the home.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment that were readily available at stations throughout the service.

The provider had measures in place to prevent visitors from catching and spreading infections. Visitors were asked screening questions; temperature checks were performed, and facilities were provided to wash hands on arrival. Lateral flow tests were carried out to check the COVID status of visitors and visits were staggered to minimise contact and enable cleaning between visits.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter and additional equipment such as clinical waste bins had been purchased as part of the home's infection control planning.

Staff ensured people's welfare had been maintained by facilitating activities such as gardening, walking, treasure hunts and supported exercise. A gym area had been created in a part of the home. Staff met with people formally twice weekly to discuss changes and guidance, to keep them informed and answer any questions.

## 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**

# Crossways Community

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 29 March 2021 and was announced.

# 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 using personal protective equipment 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 was meeting shielding and social distancing rules.
- ☐ We were assured that the provider's infection prevention and control policy was up to date.
- ☐ We were assured that the provider was preventing visitors from catching and spreading infections.
- ☐ We were assured that the provider was admitting people safely to the service.