

The Regard Partnership Limited

Croft House

Inspection report

24 St. Andrews Road
Paignton
TQ4 6HA

Tel: 01803524000

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19 January 2021

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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

Croft House is a residential care home that provides personal care and support for up to six people with a learning disability, autism or who have complex needs associated with their mental health. At the time of the inspection there was one person living at the service.

We found the following examples of good practice.

Systems were in place to help manage the risks and prevent the spread of COVID-19.

There was a clear system in place for visitors to ensure they followed the current guidance on the use of personal protective equipment (PPE) and social distancing. Instructions were easily accessible on arrival at the service to ensure visitors understood the infection prevention and control protocols they needed to follow to keep people safe.

Visitors to the service were asked to wear PPE, have their temperature checked, wash their hands and complete a health declaration questionnaire before they would be allowed to enter the main part of the building.

Staff had received additional training in infection prevention and control and the use of PPE including masks, gloves, aprons and hand sanitiser. There were sufficient stocks available and staff were seen to be wearing PPE appropriately.

People and staff took part in regular COVID-19 "whole home" testing. People and staff who tested positive followed national guidance and self-isolated for the required amount of time.

Staff helped people to socially distance by spacing out tables and chairs in communal areas. People were given their own PPE and hand gel to use if they wished.

Cleaning schedules and procedures had been enhanced to include more frequent cleaning of touch points such as handrails and light switches. In addition, the service carried out monthly infection prevention and control audits.

The registered manager had worked closely with the Local Authority and infection prevention and control teams throughout the pandemic. The provider had developed specific COVID-19 policies and procedures which had been reviewed, updated and where necessary, changed in line with the latest guidance.

We were assured 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?

Inspected but not rated

Further information is in the detailed findings below.

Croft 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.

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 19 January 2021 and was unannounced.

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.