

Hatwel Limited

Caremark (Hatfield & Welwyn)

Inspection report

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14 April 2021
16 April 2021

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06 May 2021

Ratings

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

Summary of findings

Overall summary

Caremark (Hatfield & Welwyn) is a domiciliary care service providing care and support to people living in their own homes. At the time of this inspection 70 people were using the service.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

People's experience of using this service and what we found

People were supported by staff who had received infection prevention and control training. Each member of staff had their competency checked by senior staff on a regular basis.

Personal protective equipment (PPE) had been provided to all staff, with ample supplies available at the office should they require more.

Visitors to the office were screened and the layout had been amended to ensure social distancing was possible. The provider had developed procedures and guidance for people and staff in response to the COVID-19 pandemic.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 18 April 2019).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection prevention and control measures in place at the service. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Caremark (Hatfield & Welwyn)

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about infection prevention and control measures in place at the service.

Inspection team

This inspection was completed by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave a short period notice of the inspection. This was because we needed to be sure that the provider or registered manager would be available to support the inspection.

Inspection activity started on 14 April 2021 and ended on 16 April 2021. We visited the office location on 14 April 2021.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we

inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We visited one housing scheme where people received care to complete observations. We spoke with two members of staff including the registered manager and a field care supervisor.

We reviewed a range of records. This included staff training records and competency checks. Records relating to the management of the service, including policies and procedures were also reviewed.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about infection prevention and control measures in place at the service. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- The service was receiving visitors to the office with clear infection control procedures in place. Visitors had their temperatures checked by staff on arrival and hand sanitiser was available. All visitors were required to wear personal protective equipment (PPE). The office had been arranged to ensure social distancing was possible and a Perspex screen was available for use during any face to face meetings.
- Staff had received infection prevention and control training and had their competency checked for donning and doffing PPE safely. Spot checks were completed to ensure that staff were compliant with the guidance and measures in place. Each member of staff was provided with their own supply of PPE, with ample stocks available at the office when they required more.
- Risks to people and staff in relation to their health, safety and wellbeing had been assessed. Wherever possible, staff were cohorted into teams and provided care to the same group of people daily. This helped reduce the risk of potential infection transmission between people using the service and between staff members.
- The service engaged in the routine testing scheme, with most staff being tested for COVID-19 on a regular basis. Where staff were not undertaking regular testing, this was assessed on an individual basis by the registered manager.
- The provider had developed procedures and guidance for people and staff in response to the COVID-19 pandemic.