

Adelaide Care Limited

Greenways

Inspection report

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10 November 2020

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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

Greenways is a residential care home providing personal care for up to six people. Residential care is provided to people who have complex learning disabilities and care needs including autism and epilepsy.

We found the following examples of good practice.

- Staff supported people to remain in contact with their families in line with government guidance. This was accomplished through safe visiting arrangements at the service and video calling facilities. The provider sent regular newsletters to keep families updated on any changes to the guidance.
- People had easy-read risk assessments which helped them to understand better the changes brought about by the COVID-19 pandemic to their daily lives.
- The registered manager knew how to apply for coronavirus testing kits to test residents and staff. Staff were accessing weekly testing in line with current government guidelines. They supported people to access monthly testing when people were able to consent to this.
- The premises were clean and well maintained. Additional cleaning schedules had been introduced since the beginning of the coronavirus pandemic. Areas that were frequently touched, such as door handles and light switches, were cleaned several times a day. Hand sanitiser was readily available on the premises.
- All staff had received recent training in infection control and prevention. Staff were seen to be following correct practice in this area. The registered manager had reallocated staff support hours to provide additional support during the pandemic. For example, to provide one to one support to those who had to isolate.
- The registered manager was visible and supportive to staff. They were the designated IPC lead and shared all relevant government updates with staff and family members. The registered manager sought support and advice from external agencies including the local health protection team, Surrey County Council and CQC and was open to all advice and guidance offered.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Greenways

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 10 November 2020 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.