

Advance Housing and Support Ltd

# Osborne House

## Inspection report

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Date of inspection visit:  
10 February 2022

Date of publication:  
15 March 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Osborne House is a 'supported living' service providing personal care to adults with a learning disability. 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. At the time of our inspection there were nine people using the service and four people received personal care.

We found the following examples of good practice:

- Visitors received health screening prior to entering the setting and were provided with information about how to follow infection prevention control procedures. We received feedback from social care professionals involved in people's care confirming they were able to visit people in a safe and effective manner.
- People were supported to maintain contact with their relatives whilst ensuring the safety of other people living at the service. People were supported to access the community in a safe manner. This enabled people to maintain social contact and structure, which was important to people's wellbeing.
- The service supported people to follow social distancing, isolating and hygiene practices as much as possible. The environment had been adapted and tenants agreed to minimise contact in the communal kitchen and dining room by using a rota system for preparing and clearing away after meals.
- Staff supported people to engage with the COVID-19 vaccination programme. Efforts were made by the service to help people to understand vaccination. A nurse was invited to the service to provide information and explain the procedure.

## 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**

# Osborne 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place 10 February 2022 and was announced. We gave the service four days' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### 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 somewhat assured that the provider was accessing testing for people using the service and staff. Systems to check and record COVID-19 polymerase chain react (PCR) testing in accordance with Government guidance were not always robust. The registered manager did not document people's Mental Capacity Act (2005) assessments and best interest decisions related to COVID-19 testing or vaccinations, to show how they were complying with this legislation. The manager was able to describe how the service followed this in practice.
- 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 somewhat assured that the provider's infection prevention and control policy was up to date. The registered manager and provider did not always robustly monitor the service to ensure IPC procedures were followed.

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