

D & L Support Ltd

Tomlen

Inspection report

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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

Tomlen is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Tomlen primarily supports people with a learning disability accommodated in one adapted building. There were four people living at Tomlen at the time of the inspection.

We found the following examples of good practice.

The service had systems in place for safe visiting to allow people to see and speak to their relatives. Visitation adjustments had been introduced including an alternative visiting room at a nearby service belonging to the provider which had been created to safely facilitate relatives' visits.

The service had sufficient stock of Personal Protective Equipment (PPE) which was organised in designated areas for donning and doffing (put on and take off). Staff participated in training sessions around infection control and using PPE and had their competency checked.

The service participated in the Covid-19 regular testing programme for staff.

The service understood the government guidance to ensure safe admissions.

A cleaning regime was followed to ensure effective measures to reduce infection risks, including tasks such as cleaning of any regular touchpoint surfaces.

The service supported people to understand Covid -19 by showing them videos and demonstrating PPE usage.

The service made changes to the environment to promote infection prevention control and social distancing such as purchasing individual armchairs for the each person for their sitting room.

Assessments had been carried out to ensure appropriate support for staff, these included for those with specific health conditions that might place them at increased risk of infection.

The provider's systems and processes for managing COVID-19 had been reviewed and kept up to date.

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.

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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 on 3rd February 2022 and was announced. We gave the service 67 hours' 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 accessing testing for people using the service and staff.
- 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 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.

People were supported to see their families in line with government guidance. Telephone contact supported bespoke visiting at the home.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.