

Hereward Care Services Ltd

Lyons Gardens

Inspection report

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Date of inspection visit:
07 January 2022

Date of publication:
31 January 2022

Ratings

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

Overall summary

Lyons Gardens is registered to provide personal care for up to 11 people. People living at the service live with a learning disability or with autistic spectrum disorder. The service specialises in offering short term care, respite care and temporary care for people requiring an emergency admission. There were six people being supported with the regulated activity of personal care at the time of our inspection.

We found the following examples of good practice.

Family and friends could visit people who lived at the service in line with current guidance. However, most family and friends chose to visit their relative, friend outside of the service. If family and friends wanted to visit the service, they would need to have completed a rapid COVID-19 test, prior to visiting and had their temperature checked. There would be gaps between visits to reduce the risk of people encountering other visitors, staff or other people from the service. Visitors would also be required to wear the supplied PPE (personal protective equipment).

External health and social care professionals and visitors had to show their vaccination status, complete a rapid COVID-19 test, just before visiting and had their temperature checked. They also had to wear the correct PPE before entering.

Staff supported people to use computer tablets and phones to video call and/or communicate with family and friends. This promoted people's social well-being. There was a business contingency plan in place to help with any staff absences due to staff leaving the service, being unwell or self-isolating due to COVID-19. Emergency planning had been requested to support staff by the registered manager. This meant there would be a temporary stop to emergency placements.

People had their temperature checked twice a day to monitor their health. Anybody remaining at the service for over a month had a COVID-19 swab test. Staff were tested for COVID-19 twice a week and had rapid COVID-19 tests daily. This was because agency staff and staff from sister homes were being asked to support shifts. This had been risk assessed. Staff had their temperature checked when they started their shift and again during their shift.

Staff were observed to be wearing their PPE correctly including face masks. Staff did not appear to be fiddling with their face masks when worn. Staff were bare below the elbow and were wearing a minimum amount of jewellery with long hair tied up that promoted good infection control.

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

Lyons Gardens

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 7 January 2022 and was announced. We gave the service 24 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. The registered manager had asked the provider to implement contingency planning by temporarily halting emergency placements to the service.

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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The registered manager told us that due to staff absences, and staff covering shifts some staff training was out of date.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The registered manager was unable to submit an infection control audit and action plan.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.