

Creative Support Limited

# Creative Support - The Glade

## Inspection report

3 The Glade  
Bromham  
Bedford  
MK43 8HJ

Tel: 01612360829

Date of inspection visit:  
22 February 2021

Date of publication:  
12 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Creative Support - 3 The Glade is a 'care home' providing accommodation and personal care for up to eight people with learning disabilities. On the day of the inspection six people were using the service.

We found the following examples of good practice.

- To protect people from the risk of infection visiting was facilitated by appointment only. However, staff supported people to use computer tablets and telephone calls to maintain contact with relatives and access social clubs and events including church services.
- All people admitted to the home or returning from hospital were required to isolate as a precautionary measure for 14 days.
- Regular COVID-19 testing was in place for people and staff. Where people lacked the capacity to make an informed decision to participate in the COVID-19 testing program, a mental capacity assessment was completed and best interest decisions had been recorded.
- Staff had been provided training on how to wear, put on and take off personal protective equipment (PPE) early in the pandemic. Themed supervisions had been completed with staff to support ongoing knowledge, awareness of COVID-19 and safe practise at work.
- A folder containing up to date, easy read information relating to COVID-19 was available for staff and people living at the home.

## 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**

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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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 February 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks. We also asked the provider to send us infection prevention and control policies and audit findings.

# 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.