

# Southern Housing Group Limited

## 22 Argyll Street

### Inspection report

22 Argyll Street  
Ryde  
Isle of Wight  
PO33 3BZ

Tel: 01983565964  
Website: [www.shgroup.org.uk](http://www.shgroup.org.uk)

Date of inspection visit:  
10 February 2022

Date of publication:  
02 March 2022

### Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

22 Argyll Street is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. 22 Argyll Street provides accommodation and support for up to nine adults, who have a learning disability or an autistic spectrum disorder. At the time of the inspection, there were nine people living at the home.

We found the following examples of good practice.

Safe arrangements were in place for all visitors to the home. These involved visitors to the home showing evidence of a negative rapid flow test (LFT) and temperature checks.

Alternative forms of maintaining social contact were used for friends and relatives when required; including, video calls, weekly newsletters to family members, visiting in communal garden and phone communication. Staff also took people to loved one's homes to allow window visits. Furthermore, if a person living at the home was COVID-19 positive, they and their friends, also residing at the home were provided with walkie-talkies to allow them to remain in contact.

Posters were on display throughout the home on the importance of regular hand washing / hand sanitisation, social distancing and the wearing of Personal protective equipment (PPE). These measures helped keep people using the service, staff and visitors stay safe.

Staff completed IPC training and the provider had purchased an infection control book for all staff, so they had access in their own individual copy. Staff were observed to be wearing the correct PPE and following best practice.

The premises and equipment were visibly clean and regular cleaning schedules and audits were completed to monitor the IPC standards within the home. There was a designated lead for cleaning and decontamination within the service. They have instituted a form of zoning, such as colour coding around equipment and rooms to easily highlight for staff the levels of cleaning required.

The provider has assessed the impact of how PPE may cause fear and anxiety for people, particularly those who have limited mental capacity and has mitigated these concerns.

A programme of routine testing for was in place for all people using the service and staff. This meant swift action could be taken should anyone receive a positive result. The service has a 'house car' which can be used to prevent staff using public transport.

There was an up to date infection prevention and control (IPC) policy. Staff were regularly updated with any changes to government guidance and procedures to follow so they could keep themselves, people and visitors safe.

## 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**

# 22 Argyll Street

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 10 February 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

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.

### Visiting in care homes

- People were supported to see their relatives both inside and outside the home. The provider had safe processes in place to ensure visits for people living in the home were in accordance with the current government guidance.

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.

