

Consensus Support Services Limited

Smythe House

Inspection report

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Date of inspection visit:
09 February 2022

Date of publication:
11 March 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

Smythe House provides accommodation and care for seven people. This is a service that specialises in supporting adults with a range of complex needs and behaviours associated with Prader-Willi Syndrome (PWS). Prader-Willi syndrome (PWS) is a rare, complex genetic disorder that affects both males and females from birth and throughout their lives. It causes low muscle tone with consequent motor developmental delays, a mild to moderate learning difficulty, incomplete sexual development, and emotional and social immaturity, which can lead to challenging behaviours.

We found the following examples of good practice

Professionals were required to provide evidence of their testing and vaccination status. We were assured the service was following current Government guidance on visiting arrangements.

There were plentiful supplies of personal protective equipment (PPE) throughout the home which included gloves, masks and aprons.

There were PPE stations located around the home and close to bedrooms where people were required to isolate.

Isolation, cohorting and zoning were being used to manage any potential spread of infection.

Staff participated in a daily and weekly testing regime prior to commencing work. All staff had a designated area to change their clothes before and on completion of their shift.

We saw various cleaning records which included regular high touch point cleaning to ensure the potential for cross infection had been reduced.

Policies, procedures and risk assessments related to COVID-19 were up to date which supported staff in keep people safe.

Staff had completed training in relation to infection control, and recently received training about the correct use of PPE including donning and doffing. Spot checks will be used to ensure staff adhere to the training provided.

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

Smythe House

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 9 February 2022 and was unannounced.

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's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- We found the provider had planned to commence a refurbishment of the home, which had been delayed due to the pandemic. There were areas of the environment which required to be decorated and updated to ensure they were disinfected. One cleaning product and a piece of bathroom furniture was also required to be improved to ensure people were protected from cross contamination.

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