

Dimensions (UK) Limited

Dimensions 1 Michigan Way

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

About the service

1 Michigan Way is a residential care home providing personal care to up to five people. The service provides support to people who have learning / and or physical disabilities or autism. At the time of our inspection there were four people using the service.

We found the following examples of good practice.

- The provider had robust entry procedures. We had to evidence our vaccination status and a negative COVID-19 lateral flow device (LFD) test on arrival. Staff took our temperature and recorded our details and we signed in and used sanitising hand gel before entering the premises.
- The provider had completed a comprehensive risk assessment to enable non-vaccinated workers to access the service to refit a condemned boiler. The contractor, selected by the housing trust who owned the premises, did not comply with guidelines and had been unable, when asked by the provider, to provide only vaccinated staff who would consent to LFD tests and mask wearing. They had been restricted to a small area of the premises where the boiler was and had to access through the nearest door, at no time accessing areas where people were.
- Staff had cared for two people in their rooms, isolating after hospital visits. They did so without affecting their well-being and while keeping other people safe. Necessary personal protective equipment (PPE) and waste bins were positioned by their rooms and staff ensured the premises were well ventilated. Following isolation guidelines and using LFD tests ensured people were safely able to integrate with peers again.
- There had been no outbreak of COVID-19 at 1 Michigan Way but the provider had considered what actions would be needed should there be one. Plans were in place to ensure safe access for staff and an area for them to don and doff PPE. All plans ensured people were the focus and remained safe at all times.
- People had been supported to cope with the changes that COVID-19 and the lockdown had presented. One person in particular needed additional support for a short period when staff members began wearing face masks, after two weeks they became less anxious and used to being unable to see staff's faces. People had been supported with testing who lacked capacity to understand why this happened. Staff were empathetic with them and gently supported them to test. Staff and relevant others had contributed to Mental Capacity Act 2005 assessments and best interest decisions to consider peoples participation in testing.
- The provider had struggled at times with staffing as there had been a number of staff leave the service. They had used agency extensively and been able to block book staff to ensure continuity for people and minimise the risk of using agency staff who worked elsewhere when not at 1 Michigan Way.
- We checked the premises for IPC risks and found some areas would benefit from additional maintenance to improve how well staff could keep them clean. There had been no impact to people from this and the assistant manager reported them for completion immediately after our visit.

We were assured that this service met good infection prevention and control guidelines.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Dimensions 1 Michigan Way

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 23 February 2022 and was announced. We gave the service one 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

- The provider was following current government guidance on visiting. The provider ensured access to the premises was only granted to persons who had negative LFD tests, had been at least double vaccinated and who were not displaying symptoms of coronavirus such as a high temperature.
- People were supported to visit friends and relatives, and community facilities safely through use of face masks, maintaining hand hygiene and using Lateral Flow Device testing to ensure people were well on return.
- Contractors and professional visitors were subject to the same controls as other visitors however the provider had to be proactive in risk assessing access for a contractor completing urgent essential maintenance who was not vaccinated. This had ensured they could safely access only necessary areas of the premises and were not near to people.

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.