

L'Arche

L'Arche Liverpool

Inspection report

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06 January 2022

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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

L'Arche Liverpool provides 'supported living' services across Liverpool to people in their own tenancies. At the time of inspection, the service was providing support to 36 people with different health needs, mental health conditions, learning disabilities and/or autism.

We found the following examples of good practice.

People at extreme risk and those isolating were supported with their own dedicated staff who provided a support bubble to support all their needs.

The service had appointed a dedicated lead who supported people and their relatives to understand infection control guidance, isolation processes and how the service could help relatives to stay in touch to help maintain close contact. People were safely supported to meet up with people important to them.

Staff provided support so that people received care from their assigned staff who knew them well.

We received compliments about the service especially from professionals who praised the care and support provided by staff during the pandemic.

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 COVID-19 pandemic we are looking at how services manage infection control. 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 6 January 2022 and was announced the day before 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 provider booked consistent members of staff from agencies when needed and staff worked extra hours to help maintain consistency to the people they supported.

How well are people protected by the prevention and control of infection

- We were assured that the provider was preventing people 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 safely supporting people new to the service.
- 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 good hygiene practices and the with the supply of appropriate PPE equipment.