

Dimensions (UK) Limited

# Dimensions 123 Calmore Road

## Inspection report

123 Calmore Road  
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28 February 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

123 Calmore Road is a residential care home providing personal care to up to six people. The service provides support to adults who have learning disabilities and / or autism. At the time of our inspection there were five people using the service.

We found the following examples of good practice.

- Staff were familiar with entry requirements and we were asked to provide evidence of a lateral flow device (LFD) test and our COVID-19 passport. Staff took and recorded our temperature and we used hand sanitiser and signed into the service before we were admitted.
- People were supported to maintain good hand hygiene and wear masks if possible when accessing the community. Staff supported one person to visit a relative in a care home, ensuring they had completed LFD tests before going.
- There had been an outbreak of COVID-19 in the service that had involved some people. While testing positive, social distancing in the service had been maintained and people were isolated in their rooms. Bathing facilities were shared and during the outbreak people were allocated particular bathrooms and additional cleaning was done to minimise the risks to people.
- Staff wore personal protective equipment, (PPE) as per current guidelines. When they first began to wear facemasks, one person had struggled. They were more vocal when having personal care when staff had to work more closely with them. Staff supported them in getting used to facemasks and now the person appears relaxed.
- All staff were current with their infection prevention and control, (IPC) training and had also benefited from training specifically in COVID-19 and donning and doffing of PPE.
- During the pandemic and particularly during the outbreak in the service, staff had been donning PPE on arrival at the entry. Additional PPE including gloves and aprons were worn, for example, during direct care, when cleaning and doing laundry.
- People and staff participated in testing according to current guidelines. Staff completed an LFD test before each shift and people were supported to take a polymerase chain reaction, (PCR) test each month. Testing had enabled people to participate in community activities, attend a day service and visit another care setting.
- People were supported by staff and their GO to have the COVID-19 vaccinations. The first was given in the service and the next in vaccine centres as people had coped well with the initial dose. One person had been unable to have the vaccines, they moved away from staff administering the vaccines and following a Mental

Capacity Act 2005 assessment and best interest decision involving parents and relevant others it was decided not to pursue the vaccine for them. This minimised distress for them and supported the choice they were clearly making.

- Since our last inspection of this service there had been significant changes. The premises used to be run as two adjacent bungalows however, now there is one larger, joined up service. Large parts of the premises had been refurbished however, there were some areas in need of maintenance that could improve IPC further. For example, both laundries had flooring that was not fully sealed. There was no impact on people from the maintenance required. We shared our findings with the provider and asked them to address our concerns.

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 123 Calmore Road

## **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 28 February 2022 and was unannounced. We tried to give notice of the inspection but found the telephone number supplied by the provider was no longer in use.

# 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
- Agency staff were widely used at 123 Calmore Road as there were a number of commissioned hours to meet, for example, one-to-one provision. Agency staff had been a costly option and the provider had been actively recruiting for staff. Currently the provider was looking to recruit six additional full-time support staff.
- Being short of staff had not impacted extensively on people's service provision during the pandemic. Activities had been delivered within the home when people were not able to access their usual community-based sessions due to the pandemic. One person had returned to their day service provision for a trial after the lockdown had ended but had chosen instead to participate in the sessions run at 123 Calmore Road instead as they preferred this.

### 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

- During the pandemic, visits to the service had stopped and gradually garden visits were introduced before friends and relatives were permitted to access the service again.
- Current visiting arrangements were in line with guidance. Visitors took an LFD test on the day of their visits, showed proof of vaccination and had their temperature taken and seen to be normal before access. Visits mainly took place in people's rooms however there were some rooms in the premises only used by one individual where visits could also take place. We were assured that people, friends and relatives were safely supported during visits.

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.