

IOTA Care Limited

IOTA Care

Inspection report

1 Upper Knollys Terrace Lane
Milehouse
Plymouth
Devon
PL3 4HZ

Tel: 01752661112

Website: www.iotacare.co.uk

Date of inspection visit:
15 February 2021

Date of publication:
10 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

IOTA (Independence Opportunity and Transition into Adulthood) Care hereafter referred to as 'Park View' is a residential care home that provides personal care and support for up to three people living with a learning disability and/or autistic spectrum disorder. At the time of this inspection two people were living at the service.

The registered manager assured us they had fully assessed the risks to people and staff who might be at higher risk because of their individual health needs. Whilst it was clear the registered manager knew people and staff very well; this information had not been formally recorded. Following the inspection, the registered manager confirmed that individual risk assessments were now being completed.

We found the following examples of good practice.

Systems were in place to help manage the risks and prevent the spread of COVID-19.

There was a clear system in place for visitors to ensure they followed the current guidance on the use of personal protective equipment (PPE) and social distancing.

Visitors were asked to consent to a rapid COVID-19 test, have their temperature checked, wash their hands and complete a health declaration before they would be allowed to enter the building.

Visitors to the service had been restricted to essential visitors only. Staff were supporting people to maintain contact with their relatives through use of social media groups and video calls.

Staff had received additional training in infection prevention and control and the use of PPE including masks, gloves, aprons and hand sanitiser. There were sufficient stocks of PPE available and staff were seen to be wearing PPE appropriately.

Staff took part in regular COVID-19 'whole home' testing and staff who tested positive, followed national guidance and self-isolated for the required amount of time. Due to people's complex care needs they were not taking part in a regular COVID-19 testing programme at the time of the inspection.

Cleaning schedules and procedures had been enhanced to include more frequent cleaning of touch points such as handrails and light switches. In addition, the service carried out monthly infection prevention and control audits.

The provider had developed specific COVID-19 policies and procedures.

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.

IOTA Care

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 February 2021 and was announced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was meeting shielding and social distancing rules. The registered manager assured us they had fully assessed the risks to people and staff who might be at higher risk because of their individual health needs. Whilst it was clear the registered manager knew people and staff very well; this information had not been formally recorded. Following the inspection, the registered manager confirmed that individual risk assessments were now being completed.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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.

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