

The Royal National Institute for Deaf People

Dane End House

Inspection report

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24 November 2020

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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

Dane End House is a service providing personal care to five people with a learning disability and hearing loss.

We found the following examples of good practice.

- When people had to isolate on the first floor, staff put in place a live video link between the first floor and the kitchen area. This allowed people to see and communicate, using sign language with staff and their peers. The link also meant that everyone ate together at meal times though they were in different locations in the house.
- When the registered manager emailed staff to update them on any changes to guidance or explanations of expectations, the emails were also sent to people's family members. The registered manager told us this ensured transparency and enabled families to know what they should expect from staff.
- People and their loved ones were supported to access regular testing to enable them to maintain visits to their families when appropriate. Risk assessments were completed and agreed with family members.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe

Inspected but not rated

Dane End House

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 24 November 2020 and was unannounced.

Is the service safe?

Our findings

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 accessing testing for people using the service and staff. We were assured that the provider was using PPE effectively and safely.
- 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.