

Pathways Care Group Limited

The Knoll

Inspection report

115 Southchurch Boulevard
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Southend On Sea
Essex
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Tel: 01702586684

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18 August 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

The Knoll is a care home without nursing which supports up to seven people who maybe living with a learning disability or mental health issue. The service is set in a large converted house with access to the local community.

We found the following examples of good practice.

The registered manager and staff were committed to keeping people safe. At the start of the pandemic the registered manager moved into the service to oversee care provided to people and to support staff.

The registered manager implemented protocols before the government issued advice on restricting visitors to keep people safe. As the easing of lock-down commenced the registered manager had put systems in place for people to safely receive visitors. They had implemented health checks and screening forms for all visitors, including professional visitors and had identified space and areas for visiting to happen safely whilst mitigating the risks to others.

When visits in person were not able to go ahead, people kept in touch with their relatives through video calls and telephone calls. People had also been supported to talk to their advocates via video calling.

Staff were provided with the appropriate training and PPE to keep them and people safe. Infection control measures and cleaning regimes had been increased.

When people needed support from health professionals the registered manager supported them to do so safely through the use of video calls, social distancing and provided masks and support from staff if they needed to attend appointments in person.

The registered manager supported people's well-being with activities and had utilised resources sent to them from day centres.

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?

The service was safe.

We found the service was managing infection prevention control practices safely.

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 18 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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.