

Mrs M V Musselwhite

Tramways

Inspection report

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Date of inspection visit:
16 February 2021

Date of publication:
04 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

Tramways is a residential care home providing personal care for up to eight people with a learning disability. At the time of the inspection there were seven being supported. The service provides care in one domestic style property.

We were somewhat assured that staff were using Personal Protective Equipment (PPE) effectively to safeguard people from the risk of infection. PPE supplies were in place and staff were aware of how to use the equipment effectively. However, the registered manager and a senior staff member were seen to be in the office area without masks. We reminded the registered manager of the requirement for all staff to wear masks at all times in all areas of the service to mitigate the risk of transmission of the COVID-19 virus. The registered manager immediately took action to address the issue. They instructed all staff to wear masks at all times and in all areas of the service. This was addressed with immediate effect. The registered manager also provided evidence of updating the current risk procedure, to include use of masks at all times for staff on duty in the home.

We found the following examples of good practice.

The service was clean throughout, and there were procedures to ensure any infection control risks were minimised. The communal areas had seating arrangements which supported safe distancing. Regular discussions took place between staff and people to ensure they understood the reasons for social distancing. People who had communication limitations were sensitively encouraged to safe distance by staff.

Infection control policies and procedures had been updated in line with the national guidance relating to COVID-19 and staff were provided regular updates to ensure they were following best practice recommendations. The training for staff regarding infection control had been updated to include guidance relating to COVID-19.

People had the choice to remain in their own rooms and use communal areas as they wished. Where people wanted to go out they were supported by a staff member and wore masks in the community settings. Staff had increased the choice of daily activities to support people who had their usual daily activities restricted due to the COVID-19 lockdown.

The service was closed to visitors in response to government guidelines. However, some people saw friends and relatives through external windows. Everybody had been provided with an electronic device to enable them to communicate with family and friends.

Signage and information posters were in evidence at the entrance to the home to inform visitors of the procedures to follow. Plentiful supplies of PPE was in evidence at the entrance to the home and throughout the building.

There was a contingency plan in place to help manage an outbreak of COVID-19 including segregating the home to keep people safe.

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

Tramways

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 16 February 2021 and was announced.

Is the service safe?

Our findings

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

- We were somewhat assured that the provider was using PPE effectively and safely.

Some staff were seen to not wear masks in the office area of the service. The registered manager took immediate action to instruct all staff to wear masks at all times when in the service in order to mitigate risks and to keep people safe.

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

- 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 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.