

# Consensus Support Services Limited

# Aldeburgh House

## Inspection report

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11 February 2021

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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

Aldeburgh House provides accommodation and personal care for up to eight people with learning disabilities. At the time of the inspection five people were living in the service.

We found the following examples of good practice.

The provider had considered the impact of the pandemic on people's wellbeing. When lockdown prevented people from being able to visit their favourite restaurant, the provider had supported people to recreate the interior of the restaurant in their own dining area. People had been supported to redecorate the room and add seating and accessories which mirrored those in the restaurant. This enabled people to enjoy their usual dining out experience in their own home.

People were supported to stay in regular contact with friends and family through video and telephone calls and the registered manager spoke to relatives every week to ensure they were kept updated.

The provider had created a designated infection prevention and control room for staff and visitors to use on arrival to the service. The room contained guidance and information on infection control, personal protective equipment (PPE) and COVID-19 testing processes. PPE supplies and handwashing facilities were also available.

One member of staff had taken on the role of infection control lead for the service. Their role was to complete regular environmental audits, check the stock of PPE and ensure cleaning schedules were in place and completed accurately.

The provider had increased cleaning in the service including regular cleaning of high touch areas such as door handles and light switches and deep cleaning of communal rooms and carpets.

## 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**

# Aldeburgh 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 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 11 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 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.