

Look Ahead Care and Support Limited

Felstead Street

Inspection report

41 Felstead Street
Hackney
London
E9 5LG

Tel: 02085259655
Website: www.lookahead.org.uk

Date of inspection visit:
31 March 2021

Date of publication:
14 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Felstead Street is a residential care home providing accommodation and care for up to 24 people with mental health needs. At the time of our inspection 21 people were living in the home.

We found the following examples of good practice.

The premises were clean and well maintained. Hand sanitiser and personal protective equipment (PPE) were available at the entrance of the home. Visitors had to complete a declaration form, had their temperature taken and recorded, PPE was available, and people were supported to follow the government's guidance on wearing PPE and social distancing.

The provider had appropriate arrangements to test people and staff for COVID-19 and was following government guidance on testing. This ensured people, visitors and staff were tested for COVID-19 in a consistent way in line with national guidance.

The provider has ensured staff received appropriate training and support to help prevent the spread of infection. All staff had received regular training on infection control and the use of PPE.

The provider had ensured people using the service could maintain links with family members and friends. Family members and friends could stay in touch with people by phone and video messaging. Family and friends could visit people at the service. Each person living at the service had a nominated individual who could visit them.

The provider sought support and advice from external agencies including the local authority, Public Health England health protection teams, and local mental health teams. The provider was open to all advice and guidance offered to help 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

Felstead Street

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 31 March 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 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.