

# Allcare Community Support Limited

## Lulus

### Inspection report

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Mundesley  
Norwich  
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15 February 2022

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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

Lulus is a residential home for up to three younger adults with a learning disability or who are on the autistic spectrum. The home is in a residential area in a seaside location. There were two younger adults living at Lulus at the time of this inspection. Due to people's complex needs, the provider had decided not to admit any further people into the service.

We found the following examples of good practice.

People had been supported to take an active role in their community, in line with COVID-19 government guidance, and to maintain relationships with those that were important to them. One relative we spoke with told us that while the service had always adhered to government guidance, "The staff do everything to make sure I see [person who uses the service]; nothing is too much trouble for them."

The risks relating to COVID-19 had been assessed for both those that lived at the service, and for staff, on an individual basis and with mitigating measures in place. These included such measures as regular testing, vaccinations, use of personal protective equipment (PPE) and considering the risks associated with environments where visits were taking place. The relatives we spoke with told us they felt their family members were safe living at Lulus.

Staff demonstrated a good understanding of the needs of the people they supported, and the risks associated with infection prevention and control, particularly around COVID-19, and were dedicated to keeping the people who used the service safe. The relatives we spoke with agreed.

The home was observed to be visibly clean, personalised but uncluttered and spacious to allow for social distancing as required. Ventilation was seen throughout the home to help mitigate the risks associated with COVID-19. Relatives agreed the home was consistently clean with one telling us, "The home is spotless."

## 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**

# Lulus

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 15 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### 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.

### Visiting in care homes

- People who used the service had been supported by staff to visit their local community, and their family and friends, in line with government guidance. We saw examples of the positive impact this had achieved and how staff had supported people on an individual basis to meet their social, physical and emotional needs.
- The relatives of those that lived at the service told us staff supported them to see the people who used the service on a regular basis and that this had always been in line with government guidance. They spoke positively of how staff had supported people to achieve this.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.