

Mr & Mrs P Birks

Conway House

Inspection report

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25 January 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

Conway House is a care home providing accommodation and personal care for up to eight people, living with learning disabilities and/or autistic spectrum disorders. At the time of our inspection there were seven people living at the home.

We found the following examples of good practice.

- Professional visitors were asked to evidence a negative lateral flow test (LFT) and COVID-19 vaccination status. Visiting family members were asked to provide evidence of a negative LFT or given the opportunity to have one completed on site at the home. Visitors were provided with appropriate personal protection equipment (PPE) if required.
- Furniture in the indoor lounge and dining areas had been rearranged to take account of social distancing.
- There was additional cleaning of touch points in communal areas to mitigate the risk of cross infection.
- The service kept in contact with family members through essential visits, social media, phone calls, window visits and an outdoor building that could accommodate visits for those visitors who preferred not to enter into the home.
- Staff adhered to PPE guidance and practices. There was a plentiful supply of PPE at all PPE stations.
- Clear plans were in place for those who may be required to self-isolate. For those people who may struggle with isolation additional support was provided.
- Staff continued to support people to access healthcare services. Arrangements were in place should people need to attend hospital and return to the home safely.

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

Conway 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 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 25 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question relating to staffing and the prevention and control of infection.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were

vaccinated against COVID-19.