

Active Prospects

33 Blanford Road

Inspection report

33 Blanford Road
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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

33 Blanford Road is a care home providing accommodation, personal care and support for up to six adults with a learning disability, physical and mental support needs. At the time of the inspection six people lived in the home.

We received information of concern about infection control and prevention measures at this service in January 2021. We were mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what regulatory response and action was necessary and proportionate to keep people safe. We contacted the provider to discuss the concerns and they were immediately addressed and rectified by them.

We found the following examples of good practice.

Where people had to self-isolate after testing COVID-19 positive, their individual risks and needs were reviewed and closely monitored. This supported staff to make sure people had enough to drink or eat and any changes in their health were spotted early. There was clear guidance for staff on how to identify if additional medical assistance was required and what action should be taken. The registered manager had strong links with their local care home clinical lead and other clinical professionals supporting the COVID-19 pandemic response in the local area. This enabled the staff team to quickly access any clinical support or specific training when needed.

Supportive signage was used in the communal areas to help people who could struggle to adapt to changes and retain the information on the infection prevention and control measures in the home. For example, there was a reminder sign in the kitchen of how many people can use it at any given time to support social distancing.

People were supported to use technology to communicate with their families, to continue enjoying activities which were previously held in the home and to remain active participants of the local community groups. People were also supported to risk assess their individual circumstances so they could safely access outdoor exercise or meet their relatives in line with the COVID-19 national guidance. This protected people's wellbeing and human rights, and enabled them to maintain as much independence as possible throughout the pandemic.

The provider's senior management team effectively supported the registered manager with quick turn-around doorstep home deliveries of required PPE, food or medicines and were available for on-call support whenever needed. The registered manager regularly contacted staff during any periods of required self-isolation via phone to check their welfare and organised contactless deliveries of essential items where needed. The provider also recognised staff's efforts and dedication by sending flowers and 'thank you' cards. Staff told us they felt supported and valued.

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

33 Blanford Road

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 follow up targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 24 February 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.