

Ethicare (Durham) Ltd

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## 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

Ethicare provides care and support to people living in three 'supported living' settings. Supported living settings support people to live in their own home as independently as possible. People's housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

We found the following examples of good practice.

- Systems were in place to prevent people, staff and visitors from catching and spreading infections.
- Staff supported people's emotional well-being. People and their relatives were supported to keep in contact using a range of technology and window visits.
- People were supported to continue with the activities they enjoy. A greenhouse had been purchased for each home, so people could continue gardening whilst being unable to attend their allotment.
- Additional cleaning of all areas and frequently touched surfaces was being carried out regularly. Extra staff were on duty each day to complete cleaning.
- Staff had undertaken training in putting on and taking off personal protective equipment (PPE) and other relevant training.
- Staff were wearing appropriate PPE and suitable supplies of PPE were readily available.
- People were supported to understand the pandemic and the need for infection prevention and control (IPC) measures, such as staff wearing face masks.
- The provider, management and staff had moved into the homes to support people during their COVID-19 outbreak.
- Staff and families were extremely complimentary about the support they received from the provider and management team.

## 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.

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## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 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 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.