

Mediline Supported Living Limited

# Mediline Supported Living Swallow

## Inspection report

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Date of inspection visit:  
18 February 2021

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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

Mediline Supported Living Swallow is a care home providing accommodation and personal care for up to five adults with a learning disability and other complex needs. At the time of our inspection, there were four people living at Swallow Street.

We found the following examples of good practice.

The home had mechanisms in place to communicate to people about the pandemic, the use of personal protective equipment (PPE) and why safety measures were necessary. Staff used pictures and social stories to inform and give reassurance. People were also encouraged to follow good hand hygiene practice.

There were safe and effective arrangements for visitors to the home, although contact was mainly via the telephone and post.

Procedures were in place to reduce the risk of infection entering the home, for example, a log of all visitors, temperature monitoring and lateral flow tests. In the foyer of the small care home visitors had access to personal protective equipment (PPE), hand sanitiser and antibacterial wipes.

Staff had received additional training on infection control, donning and doffing PPE and hand hygiene. The manager regularly reminded staff of the importance of good infection control practice, including the correct donning and doffing procedures for PPE, to prevent complacency.

The staff followed enhanced cleaning regimes, including deep cleans. There were cleaning procedures and recording systems in place for audit purposes. These helped staff maintain a high standard of cleanliness and hygiene in the care home.

As this was a small care home no admissions had taken place during the pandemic and the service had no plans in place to fill a vacancy at the home.

The registered manager had set up a Covid-19 file. This contained all the relevant government guidance, information and company processes introduced during the pandemic. This could be easily accessed by staff in the event of the manager's absence.

Visiting health professionals did not visit communal areas but carried out necessary clinical care in people's bedrooms.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

## Is the service safe?

We were assured that this service met good infection prevention and control guidelines.

Inspected but not rated

# Mediline Supported Living Swallow

## **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 18 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 would admit people safely to the service in the event of an admission.
- We were assured that the provider was using personal protective equipment (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.