

Swanton Care & Community Limited

Eden View

Inspection report

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11 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

Eden View is a service registered to provide accommodation, personal and nursing care for up to 10 people living with a range of complex care needs, such as acquired brain injuries or physical disabilities. In addition to permanent care, the service offered respite care and short breaks. There were eight people living at the service at the time of our visit.

We found the following examples of good practice.

- Robust measures were in place to safely manage any visitors to the home to ensure people were kept safe. This included confirmation of a negative lateral flow device test, proof of vaccination against COVID-19 infection, temperature checking and issuing personal protective equipment.
- Due to their vulnerability and high care needs, people living in the service undertook weekly PCR testing to ensure that any positive cases of COVID-19 infection were identified quickly. This was more frequently than the nationally recommended guidance.
- The service was clean and fresh and staff adhered to good practice guidance around cleaning.
- Four staff had been trained to fit specialist masks used when supporting people who undertook aerosol generating procedures.
- The management team reported good support from the local health care services and in particular the GP surgery.

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

Eden View

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 11 January 2022 and was announced. We gave the service one day's 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 somewhat 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 could 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.
- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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.

The service was not following the most recent government guidance in relation to its admission procedures for new people entering the home. We have signposted the provider to resources to develop their approach.