

# National Centre for Young People with Epilepsy NCYPE - College Residential Services Lingfield

## Inspection report

The National Centre for Young People with Epilepsy  
St Piers Lane  
Lingfield  
Surrey  
RH7 6PW

Tel: 01342832243  
Website: [www.ncype.org.uk](http://www.ncype.org.uk)

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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

The National Centre for Young People with Epilepsy provides specialist education and residential provision for children and young people with neurological conditions, learning and physical disabilities. The service is registered to provide accommodation and personal care to up to 122 people across 12 houses. At the time of inspection 71 young people were receiving support.

We found the following examples of good practice.

People's support and education had been organised to help them maintain their daily routines. House bubbles had been created to minimise the risk of infection spreading across the service. People were supported to attend college and take part in activities within the same bubble. This meant if infection was detected in one house, only those living in that house needed to isolate.

Concerns raised regarding staff movement between houses had been addressed. Staff movement was kept to a minimum. Any staff movement was subject to risk assessment and COVID-19 testing.

People were supported to maintain contact with those who were important to them. When people were not able to receive visitors, they were supported to speak with their loved ones using video and telephone calls. Visitors to the site were firstly required to attend the on-site COVID-19 testing centre. A virtual guide was sent to all expected visitors to inform them of the systems and restrictions in place.

Risks to people's health and well-being during the COVID-19 pandemic were assessed on an individual basis. Where people had been assessed as extremely clinically vulnerable discussions had been held with relatives, carers and professionals involved to agree the most relevant care for them.

People lived in a clean and hygienic environment. Cleaning schedules had been established which included regular cleaning of frequently touched area.

Sufficient stocks of personal protective equipment (PPE) were available and staff were able to describe how this was used. Staff had received training on how to use PPE effectively and training videos had been developed.

Staff had regular access to COVID-19 testing. Areas in each house had been designated for testing to take place and results were monitored centrally. With the support of Public Health England, a system of tracking those testing positive had been established. This meant others across the site who may be at risk could be identified and relevant action taken.

As a specialist educational provision, the service did not have young people moving into the residential services on a regular basis. However, systems were in place to ensure a risk-based approach was taken to any movement through the service.

The provider had established a COVID-19 steering group. The group had taken a risk-based approach and worked with external agencies to develop guidance and implement systems. Information was widely available to staff on the internal IT system. Staff were able to submit questions to the steering group and reported they received a prompt response.

## 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**

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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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 January 2021 and was unannounced.

# Is the service safe?

## Our findings

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.