

West Sussex County Council

Tozer House

Inspection report

Tozer Way
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Date of inspection visit:
16 March 2021

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23 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Tozer House is a residential care home providing personal care and accommodation for up to 15 people. At the time of the inspection 11 people were living at the service. Tozer House is a West Sussex County Council specialist in house residential service supporting people who have learning disabilities, autism spectrum disorders and/or physical disabilities.

We found the following examples of good practice.

There was clear communication with visitors, arrangements for visiting were by appointment only with a room was set aside for visits. Visitors could take a walk with their relative in the local area. Visitors took a lateral flow test and had a temperature check before the visit to test for coronavirus.

People told us they were able to keep in touch with their families through the pandemic and they had been well supported by staff.

Relatives told us they were kept informed by the registered manager and staff during the outbreak of Covid-19 when they were unable to visit.

The layout of the service had allowed for isolation when needed to prevent the risk of spread of infection

Staff spent time with people in meaningful activities.

Staff were knowledgeable about their responsibilities with infection prevention and control. Staff told us they received support and information from managers that helped them during the outbreak.

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

Tozer House

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 COVID-19, 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 16 March 2021 and was unannounced.

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 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.

Arrangements for staff to change their clothes and put on personal protective equipment meant that they had to pass through communal areas first. This was discussed with the registered manager, who agreed to review the arrangements to mitigate the risk.

We have also signposted the provider to resources to develop their approach.