

## Complete Care Services Limited

# Jasmine House

### Inspection report

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Date of inspection visit:  
09 March 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

Jasmine House is registered to provide accommodation and personal care for up to six people with mental health support needs and learning disabilities. There were six people living at the service at the time of this inspection.

We found the following examples of good practice.

- The service was receiving professional visitors with clear infection control procedures in place. Visitors were screened and had their temperatures checked by staff on arrival. All visitors were required to wear personal protective equipment (PPE).
- The service had been facilitating 'screened visits' and 'garden visits'. Visits were pre-arranged and scheduled to avoid any potential infection transmission between visitors.
- Staff had received training and had their competency checked for donning and doffing PPE safely. Staff were seen to be adhering to the PPE guidance and protective measures in place.
- The service was engaged in the routine testing scheme, with all staff and people living at the service being tested for COVID-19 on a regular basis.
- The registered manager had developed procedures and guidance for people and staff in response to the COVID-19 pandemic. Risks to people and staff in relation to their health, safety and wellbeing had been assessed.

## 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**

# Jasmine 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 09 March 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 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.