

Community Homes of Intensive Care and Education Limited

Sunnyside House

Inspection report

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27 November 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Sunnyside House provides accommodation and personal care for up to 11 people living with a learning disability, mental health needs or on the autistic spectrum. At the time of this Infection Prevention and Control (IPC) review, the service was providing care and support to eight people. The service includes the main house, an annexe and a bungalow.

We found the following examples of good practice.

- The provider was proactive in updating policies and processes in line with national guidance. This included policies relating to infection control and prevention, visiting and staffing.
- A process was in place to safely manage admissions to the service, in line with COVID-19 care home admissions guidance. People could only be admitted following a negative COVID-19 test and would be supported to self-isolate for up to 14 days after admission, to reduce the risk of introducing infection.
- COVID-19 related risks to people and staff had been assessed and measures were in place to reduce these risks. People's health and wellbeing was monitored. People were observed for symptoms of coronavirus and other potential infections. Staff had sought medical advice and support when this was appropriate.
- People were supported to understand the risks to themselves and to take action to minimise these. Social stories had been used to explain coronavirus and how it may be spread. People watched the news with staff, to keep up to date with changes. Some people were wearing masks to protect themselves during our visit.
- Staff followed the risk assessments in place to reduce risk of transmission of infection. Staff were confident and competent in following the IPC measures in place. These included including donning and doffing and safe disposal of PPE. Enhanced cleaning schedules were carried out and people and staff groups were cohorted to reduce potential exposure to the virus.
- People and staff were tested in line with national guidance for care homes. Testing had helped managers identify when additional infection control measures needed to be implemented and when staff needed to self-isolate. The registered manager and staff had taken immediate action to manage an outbreak. This included working with Public Health England and the Local Authority to ensure risks to people and staff were minimised. The provider also implemented use of rapid testing, to support routine testing, to ensure staff were safe to work.
- Visits to the service were suspended in line with national and local guidance and specialist advice. Special arrangements were made for visiting people at the end of their life. When visiting was not possible, people were supported to remain in contact with their family members and friends through calls and virtual means.
- People were supported to stay socially engaged and not to become lonely. Staff helped people join in socially distanced group activities, or one to one activities, with a staff member. □
- Staff had received training and support on how to implement the provider's outbreak management plan. The service was 100% compliant with the provider's IPC training requirements and had accessed additional IPC training through the local authority.
- Staff were complementary of the support they received from the registered manager and their colleagues. Manager's told us staff had been exceptionally flexible and supportive of each other. Staff have covered all shifts as needed, when their colleagues had to self-isolate, to avoid the need for agency staff.

- An open and transparent approach was maintained throughout the outbreak to keep families, the public and appropriate agencies informed.
- The provider's executive team provided support and guidance to the home's management throughout the pandemic. Reflection and lessons learned will be used to support further learning around the management of COVID-19.

Further information is in the detailed findings below.

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 the service was following safe and correct infection prevention and control procedures.

Inspected but not rated

Sunnyside 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 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 27 November 2020 and was announced.

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 regular 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.