

City of Wolverhampton Council

Duke Street Bungalows

Inspection report

21-25 Duke Street
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14 April 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

Duke Street Bungalows accommodates up to 16 people in three separate bungalows, each of which has separate adapted facilities. The service supports people with learning disabilities and/or autism. At the time of the inspection there were 15 people living at the service.

We found the following examples of good practice.

- Where people had moved into the service during the pandemic, staff had used video calling to enable the person and their family to see the home and their bedroom before moving in. This had supported a smooth transition for the person who otherwise would have been moving to somewhere unfamiliar.
- Where people required hospital admission, they were supported by a designated member of staff, who was taken off their shifts at the service and solely supported the person during their hospital stay. This provided consistency for the person and reduced the risk of the spread of infection.
- Staff quizzes and daily briefing walks were used by senior staff to ensure staff knowledge was up to date and they were aware of any changes to infection control guidance. The registered manager told us the walks supported staff well-being, as well as ensuring they were equipped with the information they required to support people safely.
- A designated testing area had been developed to support the safe testing of both staff and visitors. Screens had been introduced to enable people to see and speak with their relatives while they waited for the results of tests. This ensured people, who may not be able to understand the testing process, could still see their relatives and were not disappointed if test results prevented a face to face visit.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Duke Street Bungalows

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 14 April 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.