

R Cadman

# Your Life Your Home

## Inspection report

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Ash  
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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

### About the service

Your Life Your Home is a domiciliary care agency. It provides personal care to people with a learning disability living in their own homes and flats.

People's care and housing are provided under separate contractual agreements. At the time of the inspection 13 people were being supported. Not everyone who used the service received personal care. The Care Quality Commission (CQC) only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided

### People's experience of using this service and what we found

People were protected from the risks relating to infection prevention and control. Staff had updated their training in relation to infection prevention control and were following this in practice.

The provider, registered manager and staff understood the need to follow Government and Public Health England guidance about the use of personal protective equipment (PPE) and support bubbles, which had not previously been followed throughout the COVID-19 pandemic. Staff observed social distancing guidance and wore PPE appropriately. People were supported to stay safe and wear face masks when they went out.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was Requires Improvement (published 9 October 2021).

At this inspection we found improvements had been made and the provider was no longer in breach of regulation 12.

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Your Life Your Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations.

#### Inspection team

The inspection was carried out by two inspectors.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own flats. This service provides care and support to people living in two 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. The Care Quality Commission (CQC) does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The service had a manager registered with CQC. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information the provider sent us following the inspection on 10 August 2021. We reviewed information we had received about the service since the last inspection. We took this into account in making our judgements in this report.

#### During the inspection-

We spoke with five members of staff including the provider, the registered manager and support workers. We checked communal areas of the supported living accommodation.

We reviewed a range of records. This included risk assessments and a variety of records in relation to the management of the service, including policies and procedures. We also reviewed records relating to infection prevention and control and the management of COVID-19.

After the inspection

We spoke with two support staff to gain their understanding of infection and prevention control measures and personal protective equipment guidance.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the Warning Notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

At the last inspection on 10 August 2021, the provider failed to assess the risk of, and preventing, detecting and controlling the spread of, infections. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At this inspection improvements had been made and the provider was no longer in breach of Regulation.

- Since the last inspection COVID-19 risk assessments had been implemented for people and staff. These provided guidance about individual risks and the action needed to minimise these risks. When staff had concerns about wearing face masks, the registered manager had sought advice from the relevant health care professionals to make sure, if staff wore visors instead of a face mask, these were in line with best practice guidance. Individual risk assessments for this had been completed.
- At this inspection, people were protected from the risks relating to infection prevention and control. Staff had all refreshed their training about infection prevention and control and followed this in practice. All the staff we spoke with told us they had completed this training and additional training about the safe donning and doffing of personal protective equipment (PPE). Staff confirmed they understood what PPE they needed to wear in different situations. Staff said, "I wear a face shield all the time I am here [in a communal area] and then wear gloves and an apron when supporting people with care" and, "'I do feel confident in when and where to use PPE. When I am in the communal areas where people are or when I am supporting people. I wear masks when out. I wear them in the car when driving people to places."
- Since the last inspection, bins had been purchased and placed in office areas and in communal areas of the supported living accommodation to enable people, visitors and staff to safely dispose of their PPE. We observed these were used by staff in line with guidance. Clear signage regarding wearing of face masks had been installed.
- We spoke with the provider and registered manager about COVID-19 Government guidance regarding support bubbles. They understood a 'bubble' was a maximum of two households. The provider confirmed, that should there be Government restrictions in the future, they would close off communal areas of the supported living accommodation and that staff would support people to follow Government guidance.
- Throughout the inspection staff observed social distancing and wearing face masks in line with guidance, to keep people as safe as possible.
- Regular checks by the registered manager and an external consultant had been completed. These checks

included 'spot checks' at different times of the day and night to make sure staff continued to wear PPE in line with current guidance. Policies and processes had been updated to reflect current guidance.