

Plans4Rehab Limited

Barclay House

Inspection report

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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

Barclay House is a service providing support to people living with acquired brain injuries. Rehabilitation and longer term placements are offered. The service provides nursing and personal care for up to 29 people, and at the time of inspection 27 people were using the service.

We found the following examples of good practice.

- The registered manager completed a 'business incident log'. This started several weeks prior to lockdown and noted significant updates, actions taken and decisions made as they occurred. It was often updated several times per week. This was a helpful chronology serving many purposes. One purpose was to understand and learn from decisions made to support infection control practices throughout the pandemic.
- A weekly summary of updates and important communications was collated and circulated by the provider to all managers. This ensured staff practice was in line with the latest guidance at all times. This helped reduce the risk of an outbreak of the virus in the service.
- The service actively engaged with a programme of regular testing as soon as it was available. Additionally, any new staff and any staff returning after an absence were required to take a Covid test. No-one was admitted to the service from hospital until their test result was confirmed.
- People using the service who were self isolating, for example if they had been discharged from hospital, took a Covid test several days before the end of the isolation period to confirm whether they had the virus. This reduced the risk of an outbreak in the service. A chart in the staff office monitored start and end dates for self-isolation periods, when tests were due and when the results were confirmed. This ensured effective monitoring of those who were most at risk of having the virus.
- A competition had been launched across all services to generate innovative ideas to improve infection control practice, along with a toolkit to support the development and testing out of ideas.
- From the beginning of the pandemic housekeeping staff shifted their duties to focus on enhanced cleaning in people's rooms and communal areas most used by people living in the service. Responsibility for enhanced cleaning in other areas such as reception and the office were handed to staff who worked in those areas. This meant all staff were involved in ensuring good infection control practice was maintained.
- Inhouse specialist staff such as psychologists and speech and language therapists undertook individual work with people to support them cope with and adapt to the lockdown restrictions. This included considering different communication methods and assistive technology when people found it difficult due to staff wearing masks all the time.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Barclay 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 19 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.