

FitzRoy Support Linden Cottage

Inspection report

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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

About the service

Linden Cottage is a care home providing accommodation and personal care for up to six people with learning and physical disabilities. At the time of our inspection, five people were living there. Accommodation was on ground and first floor.

We found the following examples of good practice.

People were supported by staff to have visits from friends and family. When face to face visits had not been possible, people had visits in the garden. One person's relative liked to visit at the home and another preferred to take their loved one into town. Some people's relatives lived at a distance and staff supported people to stay in touch through video calls. If relatives did not have facilities for video calling, staff provided updates via telephone or email.

People were supported to go out safely and, where possible, were encouraged to wear a mask and to wash their hands when they returned to the home. People were supported with their normal routines. For example, one person attended a local day centre two days a week. The proximity of the home meant that people could continue to make use of local facilities in the town. Other activities were arranged from the home and there were regular activities at Linden Cottage such as baking and arts and crafts.

One person had been involved in a fund-raising event to raise money for a cinema room in the garden. They walked eight miles in total and they told us they enjoyed the walk and they enjoyed having the cinema room. An outdoor tearoom had also been erected during the first lockdown but at the time of our inspection this room was used as storage, as building work was about to start to increase the size of the conservatory to create a larger dining area. The garden was not fully accessible to people, but we were assured people would only use the area with staff support and the area would be cleared imminently.

The layout of the home meant that in the event of an outbreak, people could be supported to safely isolate in their bedrooms. The home had not had an outbreak but had contingency plans to address various scenarios. For example, staff would wear scrubs and additional PPE. They also had a fogging machine to use to enhance their cleaning of the home. Staff had received training on using the machine.

The home was cluttered in places but was clean throughout. There were cleaning schedules to demonstrate the routine and additional cleaning that was carried out. Personal protective equipment (PPE) was stored in bathrooms and the registered manager told us that in the event of an outbreak, PPE stations would be set up outside individual bedrooms.

Staff had received specific COVID-19 training from the provider, and this included guidance for staff about how to put on and take off PPE safely. In addition, the registered manager and deputy completed the local authority IPC training. Updates and refresher training took place to ensure all staff followed the latest good

practice guidance. Hand sanitiser was readily available throughout the home.

The home had some long-term agency staff that were used from time to time. They ensured that these staff received essential training for example, in medicines and epilepsy to make sure that in the event of a staff shortage they would be able to take on all staff responsibilities.

Regular testing for people and staff was taking place. All staff had a weekly PCR and three lateral flow device tests (LFD) weekly. People were supported to have a monthly PCR test although one person chose to have a weekly PCR.

The registered manager told us that support from their organisation had been, "Fantastic, we are massively supported." They also praised the support networks between managers from the organisation such as regular check ins with each other to make sure everyone was supported.

Throughout the pandemic the home had strong support from their GP, initially daily and now weekly telephone calls to check they were ok. Everyone had annual health checks. The registered manager told us, "The GP knows people very well and has a very good rapport with everyone."

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

Linden Cottage

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 10 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- The registered manager told us that people's relatives were welcomed to visit the service in line with government guidance. Some people's relatives were unable to visit so staff facilitated video and phone calls to keep them up to date and to give them the opportunity to see their loved ones.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.