

CareTech Community Services Limited

Normandy House

Inspection report

2 Laser Close
Shenley Lodge
Milton Keynes
Buckinghamshire
MK5 7AZ

Tel: 01908673974

Date of inspection visit:
09 February 2021

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08 March 2021

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

Normandy House is a residential care home, providing nursing or personal care to up to six people with learning disabilities. At the time of the inspection six people were living at the service.

People's experience of this service and what we found.

- The service was clean and tidy. Thorough cleaning took place regularly, which included touchpoint areas such as door handles.
- Procedures were in place to facilitate contact between people and their families, when this was allowed.
- Visitors to the service were required to undergo a temperature check, and wear correct Personal Protective Equipment (PPE) at all times.
- Suitable arrangements were in place to ensure that if anyone were to move in to the service, they would do so safely. This would include a negative COVID-19 test before moving in, and isolating for a 14-day period within the service.
- Staff had access to sufficient supplies of PPE including masks, gloves, aprons and hand sanitiser. The manager had been proactive in ensuring stock levels remained good for the staff. We observed staff using PPE correctly throughout the service during our inspection.
- Staff followed guidelines with the donning and doffing of PPE, and had an area within the service where this could be done safely.
- Regular testing was completed for staff and people living at the service. This meant prompt action could be taken should anyone test positive for COVID-19.
- Regular checks and audits around infection control were completed to ensure the manager had oversight on the service, and could address any issues promptly if found.
- Sufficient staffing levels were in place to ensure people received the support they required.

Rating at the last inspection

The last rating for this service was Good (published 13 November 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. 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 (IPC) 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, as well as staffing levels within the service.

We found no evidence during this inspection that people were at risk of harm from these concerns.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Normandy House on our website www.cqc.org.uk

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?

Further information is in the detailed findings below.

Inspected but not rated

Normandy House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of a specific concern we had about infection control and staffing levels inside the service. We will assess all of the key question at the next comprehensive inspection.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Normandy House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. 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 inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with two members of staff, and the manager.

We reviewed a range of records. This included audits and policies.

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 Good. 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 explore the specific concerns we had about Normandy House. We will assess all of the key question at the next comprehensive inspection of the service

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.

Staffing and recruitment

- Prior to our inspection, there were concerns that staffing levels were low, and people's needs could not be met promptly. At this inspection, we found there were enough staff on shift to safely support people, and staffing levels had been consistent. One staff member told us, "We had one single day where staffing levels dropped below the usual, due to illness with COVID-19 but we were able to quickly fill the gaps with agency staff members . We now have most of our regular staff team back."