

Community Homes of Intensive Care and Education Limited

Appletrees

Inspection report

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21 January 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

Appletrees is a residential care home. It provides personal care and accommodation for up to eight people with a learning disability. At the time of the inspection eight people were using the service.

We found the following good practice measures.

There were measures in place to prevent relatives, professionals and others from spreading infection when visiting the service. The service had developed a visiting policy based on the current national guidance at the time of inspection. These were effectively implemented during our visit to the home and all visitors were screened for potential symptoms of Covid-19.

The service had several documents that were in easy read format for staff to use to help people living in the service understand about Coronavirus. For example, 'Coronavirus', 'How to wash your hands' and 'Coronavirus Vaccine Q&A' and 'How to support someone who is anxious about masks'. Staff said they had been useful in helping to share information with people. The homes' infection control policy was appropriate and there was a contingency plan in place.

The recent outbreak had resulted in a number of staff being unable to work. The action taken by the provider had ensured the continued operating of the service by block booking agency staff who only worked in the service and recruiting new staff. This enabled the service to provide a consistent staff team while being supported by management. Staff had regular testing and the provider had reminded staff about not car sharing and taking breaks on their own to minimise the spread of the infection.

Staff had received specific training including infection prevention and control, and hand washing. The registered manager had engaged effectively with external agencies such as Public Health England and the local Clinical Commissioning Group. Policies had been reviewed and updated in December 2020, including the provider's Covid-19 contingency plan. Staff had been asked to read and sign all updated policies, which most had done. The registered manager had taken action to ensure those staff who had not yet read and signed the updated policies, did so as soon as practicable.

The service continued to complete the whole home testing programme for people and staff, including weekly testing for people who used the service and all staff. Daily temperature and oxygen saturation level checks were also being carried out by the registered manager. People living at the service had just received their first vaccination injection and the service had a programme in place for the vaccination of staff, although not everyone had been vaccinated at the time of inspection.

The provider ensured there was ample supply of appropriate personal protective equipment, and we observed staff using this in line with national guidance.

Routine cleaning schedules had been enhanced with increased cleaning of frequent contact points, such as

doors, handles, handrails, and light switches. Although we received mixed responses from staff about the order certain areas should be cleaned, we were reassured that the enhanced cleaning schedule was followed.

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

Appletrees

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice 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.

The inspection was carried out on 21 January 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 using personal protective equipment (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.