

Because We Care Limited Levina House

Inspection report

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14 January 2022

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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

Levina House is a care home providing support for up to six people with learning disabilities. At the time of inspection six people were living at the service.

We found the following examples of good practice;

Staff had found creative ways to make people feel comfortable with the use of personal protective equipment (PPE). This has not only made people feel at ease but had also led to people using PPE themselves. Staff had taken time to explain the pandemic to people and had enabled them to talk about their feelings.

Where possible, social distancing was maintained and the staff team had found innovative ways of making sure people could spend time with each other in a safe way.

The management team had supported the wellbeing of staff. This had led to good staff retention over the pandemic meaning people were supported by a consistent staff team.

The management and staff team had followed guidance on infection control procedures to safely support people living at the service during the pandemic. There were effective systems in place for sharing information and updates with staff.

People and staff had regularly been tested for COVID-19 and where positive results had been returned the management had acted quickly to support people and mitigate risks. Staff had received training on infection prevention and control how to properly use PPE.

Guidance had been implemented to allow, where possible, people to continue with their daily lives and to see people who were important to them.

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

Levina 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.

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 14 January 2022 and was announced. We gave the service just under 24 hours notice of the inspection.

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.