

Turning Point

Turning Point Roads to Recovery - Gloucester

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

Turning Point Roads to Recovery - Gloucester is a supported living service. The service provides care and support to people living in four 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

Following an outbreak of COVID-19 at two of the four supported living settings we visited one setting which had not experienced an outbreak.

We were assured the service was following safe infection prevention and control procedures across all settings to keep people safe.

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

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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 services 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.

This inspection took place on 4 February 2021 and was announced. We gave a short period notice of the inspection because some of the people using it could not consent to a home visit from an inspector. This meant that we had to arrange for a 'best interests' decision about this

Is the service safe?

Our findings

Preventing and controlling infection

- The provider was following current guidance to prevent visitors from catching and spreading infections. People had previously received visitors during the pandemic following safe visiting arrangements. Staff supported people to keep in touch with family and friends. People received visits from health care professionals where these were essential such as for COVID -19 vaccinations.
- The setting had sufficient space for people to isolate in their own rooms if required. People lived together and were treated as a household 'bubble' and therefore were not required to socially distance from each other. Regular COVID testing for people and staff helped to ensure people remained safe. The service had worked to enable people using the service to receive regular testing for Covid-19 taking into account their mental capacity and best interests. People were supported following individual risk assessments taking into account any vulnerabilities to COVID-19.
- Ample stocks of Personal Protective Equipment (PPE) were available and stock levels were constantly monitored. We were assured staff were using the PPE effectively and safely. Staff worked to ensure the environment people lived in was clean and appropriately ventilated to reduce any risk of cross infection.
- Although there were no current plans for a person to move in to the setting, the provider was aware of the guidelines to follow to keep people safe from any infection risk. This included assessments of any risks to other people using the service and testing of the person before they moved in.
- Staff were supported through training and regular communication to ensure they understood the guidelines for supporting people during the pandemic. A member of staff told us they had received "lots of support" to continue to support people. Risk assessments had been completed for staff where any individual vulnerabilities to COVID-19 had been identified. A plan was in place to ensure sufficient staff were available to meet people's needs in the event of an outbreak of COVID-19.
- The provider's policies and procedures for infection prevention and control had been updated to reflect the latest guidance in response to managing the effects of the pandemic on people using the service and staff.