

Bondcare (Ambassador) Limited

Cleveland View

Inspection report

Cargo Fleet Lane
Middlesbrough
Cleveland
TS3 8NN

Tel: 01642244977

Website: www.bondcare.co.uk/cleveland-view/

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02 March 2021

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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

Cleveland View is a residential care home providing personal care to 53 younger and older adults at the time of the inspection. The service can support up to 60 people.

We found the following examples of good practice.

Measures had been implemented to ensure people entering the home did so following current guidance regarding PPE and social distancing. Cleveland View had a visitor coordinator whose responsibilities were to make sure anyone entering the home, entered safely.

The provider had robust systems to ensure safe admissions.

An additional cleaning schedule had been introduced to ensure robust measures to reduce infection risks, including additional tasks such as cleaning of any regular touch point surfaces. Some items that could not be effectively cleaned needed removing. The registered manager confirmed these had been removed after the inspection.

The service had plenty of PPE available. PPE stations were in place round the service, however, these were placed over the handrails. The registered manager immediately sourced some drawers to store the PPE in.

The provider participated in the COVID-19 regular testing programme for both people and staff.

People were encouraged to stay in regular contact with friends and relatives. Staff supported people to make regular telephone and video calls and a visiting pod had been set up. In preparation for allowing visitors back into the home a testing cabin had been built near the entrance to the home. Therefore visitors could be tested and have somewhere to sit whilst waiting for the result.

Staff ensured activities still took place. Such as learning to cook with a slow cooker and watching virtual walks around local areas.

The management team made sure staff received enough support during the pandemic and when additional staff were needed.

Staff participated in various training sessions around infection control, COVID-19 and using PPE. Although there was a designated area for staff to change when arriving at and leaving work, this was not always being used effectively. The register manager acted on this immediately and put a more robust system in place.

There were COVID-19 specific policies and plans, which meant staff were guided to take appropriate actions to reduce the risk of transmission.

Further information is in the detailed findings below.

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

Cleveland View

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 2 March 2021 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 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 somewhat 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.