

Community Therapeutic Services Limited Ellenborough Court

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

Ellenborough Court is a residential care home providing accommodation and personal care for up to five people with a learning disability and mental health issues. At the time of this inspection there were five people in residence. Each person is cared for within their own self-contained flat.

We found the following examples of good practice.

We did not enter any of the flats. This was because we kept our movements in the home to a minimum. The registered manager told us the support staff assisted people to maintain the cleanliness and tidiness of their flat. The frequency that cleaning tasks were carried out had been increased. All touch points were regularly sanitised, and cleaning checklists had been introduced. The registered manager monitored cleanliness, work practice and staff compliance with wearing personal protective equipment (PPE).

Staff and visitors entering the home were required to wear a face mask and wash their hands. Hand sanitising gel was placed in the hallway. All visitors had to pre-book their visit, had to wear a facemask and complete a health questionnaire. Any visitor who was subject to COVID-19 testing was not allowed to enter the home until a negative result from a lateral flow test was known.

The service had completed a visitor's risk assessment and also a 'meet and greet' checklist. This was used if potential new staff visited the home as part of the recruitment process, seen as essential to ensure they recruited the right staff.

Support staff were able to maintain social distance from their workmates because they worked individually with one person at a time. The staff were aware of the need to ensure social distancing was maintained in the hallways and stairwells.

People were supported to maintain contact with family and friends. They were assisted with writing letters, making telephone calls and video calls. Activities away from the home had been restricted since the beginning of the pandemic but people were assisted to go out into the community as required.

There were no vacancies at Ellenborough Court at the time of this inspection, but the service had a strict procedure to follow for new admissions. During the pandemic, one person had needed to attend the emergency department at the hospital. Upon return to the home, they were taken straight in to their flat and 'isolated' and tested very regularly. These measures ensured if the person had contracted COVID-19, they would not have spread it to others in the home.

The support team had all completed on-line infection prevention and control training. In addition, training had been arranged on donning and doffing PPE and good hand hygiene. The registered manager monitored the support staff continually to ensure compliance with the correct use of PPE and social distancing. The staff team were regularly tested for COVID-19: once a week with the full laboratory test

(known as a PCR test) and twice a week with a lateral flow test. It had recently been introduced that staff were completing an LFT test prior to starting a shift, so if there was a positive result, they would not have entered the home. Those people who lived in Ellenborough Court were tested every four weeks and more often if necessary (symptoms or unwell).

GPs and other health or social care professional visits only took place if they were essential. The registered manager used telephone calls, video calls and emails to liaise, report any concerns and gather advice. Four people, and the staff team had already received their first COVID-19 vaccination.

The service had reviewed all their infection prevention and control policies and procedures and undertaken risk assessments to ensure safe practice was followed at all times. The registered manager had regular contact with the service provider, Public Health England, CQC and ensured changes in Government COVID-19 guidance were 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?

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

Inspected but not rated

Ellenborough Court

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 was 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 prevention and control measures the provider has in place.

The inspection took place on 2 March 2021 and was announced.

Is the service safe?

Our findings

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 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.