

Dimensions (UK) Limited

# Dimensions 1 Middlefield Close

## Inspection report

1 Middlefield Close  
Farnham  
Surrey  
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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?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Dimensions 1 Middlefield Close is a residential home providing accommodation and personal care to up to five people with learning disabilities and physical support needs. At the time of the inspection five people lived in the home.

We found the following examples of good practice.

People's wellbeing was protected. Staff took steps to minimise any negative impact the COVID-19 pandemic had on their lives. For example, people maintained contact with their loved ones via regular phone calls and were supported to understand the changes in their day to day lives related to COVID-19. The spacious communal garden and outside care park area were used to facilitate socially distanced family visits.

The registered manager ensured appropriate clinical support around aerosol generating procedures (AGPs) was in place for those who required that kind of support. The required training was provided to staff by specialist infection prevention and control (IPC) nurse. There was appropriate stock of high-level PPE available for staff and clear guidance on other precautions which had to be observed, such as ensuring thorough ventilation of the room following the AGP. The registered manager worked closely with the specialist nurse who supported with IPC audits and regular refresher training for staff.

People who were extremely vulnerable and received communication from NHS around shielding were supported to do so. The registered manager reviewed risks to these people early in the pandemic and implemented increased IPC precautions to minimise the risk as far as possible. Staff we talked with were dedicated to protecting people and each other and aware of people's vulnerability. One staff member explained they always had clean PPE on when supporting the person even if social distancing was possible, so they were ready to provide immediate emergency assistance to people who might need it due to their health needs. When equipment at the serviced needed repairs, some of the work was completed by contractors in the car park and items were disinfected by staff before entering the home to protect people.

Staff told us they felt supported by the management and the provider and worked well as a team. This meant people received consistent support. Staff who could be more vulnerable to COVID-19 were supported by the registered manager to assess their individual circumstances, so they told us they felt safe and confident when at work. The service also accessed the national vaccination program.

## 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**

# Dimensions 1 Middlefield Close

## **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 accessing testing for people using the service and staff.
- 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.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were somewhat assured that the provider was using PPE effectively and safely. We observed some staff not disposing of their face mask correctly when taking their break away from other staff and people they supported or not adhering to the 'bare below the elbow' rule at all times, although staff confirmed their knowledge around appropriate IPC principles. We discussed this with the registered manager who reminded staff of the disposal of PPE. They also requested additional competency re-assessments with the IPC specialist nurse to be included in the following week's visit.

We have also signposted the provider to resources to develop their approach.