

Maple Health UK Limited

Maple View

Inspection report

4 Amber Court
Berechurch Hall Road
Colchester
Essex
CO2 9GE

Tel: 01206549401

Date of inspection visit:
29 April 2021

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07 June 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Maple View is a residential care home providing personal care to people who have a learning disability and/or autistic spectrum disorder. The service can support up to 5 people. Maple View is a detached bungalow located in a residential cul-de-sac in Colchester and is one of a group of five similar properties in the same cul-de-sac and owned by the same provider. Each property is a distinct individual service, though there are some shared facilities and joint social events.

We found the following examples of good practice.

All staff had completed training in British sign language (BSL). They used this communication method together with pictures and symbols to communicate with people who were deaf.

Whole home testing for people and staff, including weekly testing and rapid testing was undertaken. Consent was gained from people each time prior to testing. Best interest decisions were taken on an individual basis for people who did not understand. Tests were not undertaken when people declined despite best efforts to support or were likely to be distressed by the process.

The service adhered to government guidance and arrangements were in place for the safe facilitation of visiting by two named family members. This was within an individualised risk assessment framework and enabled people's right to meaningful family relationships be re-established following lockdown.

Everybody using the service has now received both Covid-19 vaccines.

Contingency plans were in place to ensure effective management of an outbreak, including staff working in teams and changed shift patterns; limiting staff movement and reduce footfall. Everyone using the service had one to one staff support.

Staff had received training on the use of personal protective equipment (PPE) and infection control practices and processes were in place to minimise the spread of infection. There was an adequate supply of PPE.

Cleaning regimes had been increased including regular hard surface contact cleaning.

Staff promoted people's wellbeing during lockdown by supporting them to go out for walks in open spaces or car drives every day. Alternative activities at home were introduced which included a lot of quiz's, art and crafts and baking.

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

Maple 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 COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control.

The Inspection

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. The inspection took place on 29 April 2021 and was unannounced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.