

Jubilee Citizens UK

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Inspection report

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31 March 2021

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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

Jubilee Citizens UK is a domiciliary care agency registered to provide personal care to people living in their own homes. At the time of the inspection 40 people were receiving care and support services.

We found the following examples of good practice.

- Visitors were screened for symptoms of Covid-19 and temperature checks undertaken.
- People had been supported to maintain contact with people who were important to them. The provider assisted people with devices to enable them to have virtual contact with family members.
- Robust processes were in place for visits by healthcare professionals to include the wearing of full Personal Protective Equipment (PPE).
- Ample stocks of PPE were available. Staff were wearing PPE in line with guidance.
- Staff and people were tested in line with government guidance. People or staff who tested positive were required to self-isolate in line with current government guidance.
- Staff worked in specific areas of the home which reduced the risk of cross infection.
- Cleaning schedules had been increased to monitor cleanliness of the environment.
- Staff received IPC training which included donning and doffing of PPE and PPE usage.
- The provider's IPC policy was up to date and had been reviewed when new government guidance had been issued.

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

Jubilee Citizens UK

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 supported living services 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 31 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 and assisting 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 can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.