

D & L Support Ltd

Machlo

Inspection report

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18 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

Machlo is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Machlo primarily supports people with a learning disability and accommodates three people in one adapted building. There were three people living at Machlo at the time of the inspection.

We found the following examples of good practice.

- Arrangements were in place for people to receive visitors at an unoccupied care home owned by the provider where a suitable room had been put aside for people to meet relatives. People were supported to keep in touch with relatives and friends through electronic means when visits were not taking place.
- Staff were provided with guidance and training on working safely during the pandemic. Staff told us they felt supported by the provider and registered manager during the pandemic.
- A plan was put in place when staff tested positive to ensure the service was responding appropriately to keep people safe.
- Staff had received training in the use of PPE and their knowledge of its use was checked by the provider.
- Temperature monitoring was carried out twice a day for people using the service and staff.
- Staff ensured the service was regularly cleaned, following a detailed cleaning schedule.
- The provider acknowledged and rewarded staff for their work during the pandemic.
- The service had updated their infection control policy to reflect the situation with the pandemic.
- The provider had a contingency plan to follow in the event of staff shortages caused by COVID-19.

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

Machlo

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. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 March 2021 and was announced.

Is the service safe?

Our findings

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 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.