

Walsingham Support

# Walsingham Support - 1 Ashley Close

## Inspection report

1 Ashley Close  
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02 February 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Walsingham Support – 1 Ashley Close is a care home providing accommodation and personal care for up to six people with a learning disability. At the time of our inspection, there were five people living at the service.

We found the following examples of good practice.

- The service was receiving professional visitors with clear infection control procedures in place. Visitors were screened and had their temperatures checked by staff on arrival. Alcohol gel was made available and all visitors were required to wear personal protective equipment (PPE). Guidance for the use of PPE was seen to be displayed in the building.
- The service had been providing 'screened' visits for people and their families within the conservatory at the service. Visits were pre-arranged, with timings scheduled to avoid potential infection transmission between visitors. Guidance and PPE was provided for all visits. At the time of our inspection, visits had been temporarily suspended due to an outbreak of COVID-19 at the service.
- The service was clean and hygienic. Cleaning schedules were in place, which were methodically completed throughout the service.
- Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. There was support for staff in place which included provision of training, management support and financial assistance should they become unwell.
- The provider had developed a package of policies and procedures in response to the COVID-19 pandemic, which the registered manager had used to implement safe systems of work at the service.

## 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**

# Walsingham Support - 1 Ashley 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 02 February 2021 and was unannounced.

# 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 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.
- We were somewhat assured that the provider was using all available forms of PPE effectively and safely. Staff were wearing disposable PPE appropriate to the tasks they were completing, such as gloves, aprons, face masks and visors. However, the registered manager and one staff member were seen to be wearing 'coveralls'. This was instead of changing their clothes on arrival to and departure from the service. This is not in accordance with good practice and staff had not received training on how to safely put on, take off and dispose of this additional item of PPE. The registered manager told us they would withdraw the use of 'coveralls' at the service following our visit.

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