

The Hennessy Partnership Limited

The Hennessy Partnership's Living Well Street, Poppy Walk & Tom Wroe

Inspection report

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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

The Hennessy Partnership's Living Well Street, Poppy Walk & Tom Wroe is a care home providing personal care to 24 people aged 18 and over at the time of the inspection. The service can support up to 32 people. The services are known as Living Well Street, Poppy Walk and Tom Wroe. Each unit has separate bathrooms, toilets and communal areas.

We found the following examples of good practice:

The home had a system in place to prevent people, staff and visitors from catching and spreading infections.

People and relatives were supported to keep in contact using a range of technology.

People were supported to understand the pandemic and the need for infection prevention and control measures, such as wearing face masks. However, this was not always achieved due to the complexity of some of the people's care needs.

All staff working at the service were vaccinated as a condition of deployment.

There was enough personal protective equipment (PPE) and we observed staff wearing it appropriately. The home had measures in place to support communication and reassurance.

Information and signage was on display to remind staff of their responsibilities regarding good infection control practices.

Staff had completed training in infection prevention control and had understanding about their roles and responsibilities and the impact of the pandemic on the people.

All visitors including healthcare professionals were subject to follow procedures, including showing evidence of vaccination and a negative lateral flow test before allowed to enter the home.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the details findings below.

The Hennessy Partnership's Living Well Street, Poppy Walk & Tom Wroe

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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 19 January 2022 and was announced. We gave the service 24 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- The provider was facilitating visits for people living in the service, in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service informed us prior to inspection there had been one issue in relation to a staff member and their vaccination status. The provider took appropriate steps to ensure their processes were strengthened in light of this identified issue. Other than this one case identified, the provider was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.