

Voyage 1 Limited

Hemlington Hall

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

Hemlington Hall is a care home providing personal care and accommodation for up to eight people all of who are living with a learning disability and/or autism.

Hemlington Hall is a large detached house set in its own grounds and support six people in the main building. There are a further two cottages attached to the main building where two people live.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, Right Care, Right Culture is the guidance CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of Right Support, Right Care, Right Culture. The Registered Manager had adapted how the service operated during the pandemic. Staff ensured they continually maximised people's choice, control and independence in a safe and inclusive environment whilst also following national infection prevention and control (IPC) guidance. Each person had their own individual, person centred Covid-19 care plan and risk assessment which promoted their rights, privacy and dignity.

Managers, staff and people living at the service had worked together to ensure the service remained an enjoyable and empowering experience for everyone. People were involved in all aspects of the service including discussions around Covid safe activities and making the environment safe for everyone.

We found the following examples of good practice.

- Systems were in place to prevent people, staff and essential visitors from catching and spreading infections. The service had adapted how it supported people, as far as possible, to socially distance.
- Staff had undertaken training in putting on and taking off PPE, hand hygiene and other Covid-19 related training. The registered manager monitored staff practices to ensure high standards and correct procedures were followed. Additional cleaning of all areas and frequent touch surfaces was being carried out.
- The home was following national guidance for admitting people to the care home. Staff supported people to understand the procedures in place to keep them safe and the required, isolation procedures.
- Staff supported people's social and emotional wellbeing. People were involved in planning safe activities within the service. Staff were supporting people to maintain contacts with their relatives and friends through a range of different format. For example, use of FaceTime.
- Infection control audits and checks were carried out. The registered manager spoke positively about the

hard work and commitment staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing. The provider continuously passed on important information about Covid-19 to staff.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Hemlington Hall

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 26 January 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 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 were being effectively managed.
- We were assured that the provider's infection prevention and control policy was up to date.