

H.W.C.G.S. Care Limited

Segal Gardens

Inspection report

436 Fleet Lane
St Helens
Merseyside
WA9 2NH

Tel: 0174428828
Website: www.segalgardens.com

Date of inspection visit:
22 January 2021

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17 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Segal Gardens is registered to provide personal care and accommodation for up to 15 adults with complex needs, such as autism, learning disability and mental health. The service has three separate houses with up to five people in each house. At the time of our inspection, there were 10 people living in the home.

We found the following examples of good practice.

Staff had carried out work with people living in the home to develop their knowledge and understanding around the COVID-19 pandemic and had supported and empowered them to manage their own personal hygiene. Easy read reports and other forms of communication had been used to help achieve this.

The service followed safe visiting procedures to minimise the spread of infection. Where visiting was not possible due to distance of travel for family members, people were supported to make regular contact through telephone and video calls.

The provider had made the decision not to accept admissions during the COVID-19 pandemic. The complex needs of the people they support meant thorough assessments were required; the restrictions currently in place meant this could not be done safely and effectively.

The service made effective use of available COVID-19 testing for both people using the service and staff members. Staff considered people's individual needs and responses to the testing process and made adjustments to ensure their wellbeing was not impacted.

Staff had received training in infection prevention and control (IPC) and had access to appropriate levels of personal protective equipment (PPE). The provider acted on advice given regarding more robust processes for the safe disposal of PPE and purchased appropriate waste disposal items.

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

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.

Inspected but not rated

Segal Gardens

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 22 January 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 making safe decisions regarding admitting people 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.

We provided additional guidance in relation to the safe disposal of personal protective equipment (PPE)