

Lifeways Community Care Limited

# Lifeways Community Care (New Barnet)

## Inspection report

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24 February 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

### About the service

About the service: Lifeways Community Care (New Barnet) is a domiciliary care service. It provides personal care to people living in their own flats within supported living schemes as well as people living in their own homes in the community. The service supports people with learning disabilities, acquired brain injuries, physical disabilities, autism and mental health needs.

Not everyone using Lifeways Community Care (New Barnet) receives the regulated activity; CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided. The service was supporting 12 people with personal care at the time of inspection.

### People's experience of using the service and what we found.

All staff had received appropriate infection prevention and control training, including how to put on and take off their Personal Protective Equipment (PPE) in line with guidance.

There was enough PPE available and staff were provided with individual hand sanitisers. Social distancing measures were in place.

People and their relatives were supported to remain in touch via a range of methods, which were assessed on an individual basis.

The registered manager told us there had been some challenges in accessing routine testing for COVID-19, however, this was in the process of being resolved. A comprehensive infection prevention and control policy was in place and had been updated specifically in relation to COVID-19.

### Rating at last inspection

The last rating for this service was Good (published 24 May 2019).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about infection control procedures. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question. We found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe section of this full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Lifeways Community Care (New Barnet) on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Lifeways Community Care (New Barnet)

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on the specific concern we had about infection control. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

Lifeways Community Care (New Barnet) is a domiciliary care agency providing support to people with learning disabilities, acquired brain injuries, physical disabilities, autism and mental health needs who live in their own home or within supported living schemes. At the time of the inspection the service was supporting 12 people with their personal care..

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was announced. We gave the service 24 hours' notice of the inspection visit because we needed to know that the registered manager would be available to support the inspection process.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this

report.

During the inspection we visited the registered office and spoke with the registered manager.

After the inspection

We continued to seek clarification from the settings managers to validate evidence found. We reviewed the providers infection prevention and control policy, infection control audits and other documentation related to the management of COVID-19 risks.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- Staff had received training about COVID-19, Infection Prevention and Control (IPC) and how to take off and put on PPE in the correct manner. Social distancing rules were followed where possible.
- Sufficient stocks of Personal Protective Equipment (PPE) were available. The registered manager confirmed that hand sanitiser was placed at the entrance to each supported living setting and staff had been provided with individual hand sanitisers. People were supported to purchase any hand sanitising or cleaning items they may require. Staff supported people with additional cleaning, where this was necessary.
- There was visitor's policy in place to help prevent visitors from catching and spreading infections. The measures in place, included temperature checks and a health screening questionnaire. People were supported to keep in touch with relatives, via a range of methods. This included the creation of support bubbles, garden visits and increased use of technology, such as video calling. All risks in relation to visiting were assessed on an individual basis and in line with guidance.
- Managers and staff reported challenges in accessing routine testing for COVID-19 for people and staff. This was in the process of being resolved, at the time of inspection.
- We were assured that the provider's infection prevention and control policy was up to date. Risk assessments had been completed for clinically vulnerable people supported and staff deemed to be at a greater risk of COVID-19.
- Contingency plans were in place at each setting, for the management of an outbreak. The registered manager explained that due to the nature of the service, people could be supported to self-isolate in their individual flats.