

Housing 21

# Housing 21 - Fry Court

## Inspection report

Newton Road  
Great Ayton  
Middlesbrough  
TS9 6BQ

Website: [www.housing21.org.uk](http://www.housing21.org.uk)

Date of inspection visit:  
09 March 2021

Date of publication:  
26 March 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

Fry Court provides personal care and support to people living in a specialist 'extra care' housing scheme. Fry Court is a large, adapted building set out over three floors. Each person lived in their own apartment and had access to a cafe, communal areas and a garden. Not all people living at Fry Court received support with personal care. At the time of this inspection, 29 people received support with personal care.

We found the following examples of good practice.

- There was a dedicated infection control champion who, along with the management team, monitored staff practices to ensure the correct procedures were being followed. All staff were monitored to ensure they adhered to national guidance and maintained the strictest of infection prevention and control standards throughout the service. Enhanced cleaning schedules were in place.
- Systems were in place to manage and prevent people, staff and essential visitors from catching and spreading infections. Staff and people were supported with social distancing. Community Nursing teams visited the home regularly to provide additional care and support to people.
- Staff were observed to be wearing appropriate personal protective equipment (PPE) at all times. Suitable supplies of PPE were available. Staff had undertaken training in putting on and taking off PPE, hand hygiene and other COVID-19 related training. Signage and information were in place throughout the service to remind staff of their responsibilities.
- People who were isolating or presenting with any symptoms were supported safely in accordance with national guidance. They were cared for by a dedicated staff team who provided a support bubble to meet all of their needs and reduce any feelings of isolation and loneliness. People were supported to keep in contact with friends and relatives through telephone calls and use of social media.
- The service was participating in the COVID-19 testing programme. All staff and residents were in the process of having their COVID-19 vaccinations.
- Infection control audits and checks were carried out. The registered manager spoke highly about the hard work and dedication which staff had shown throughout the pandemic. This had helped to minimise the impact the pandemic restrictions had placed on people's health and wellbeing.

## 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**

# Housing 21 - Fry Court

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 March 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 can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.