

Novalis Trust

Paradise House Painswick

Inspection report

Painswick
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Gloucestershire
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Date of inspection visit:
26 January 2022

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08 February 2022

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

Paradise House provides accommodation to 30 people with a learning disability aged 18-65 years. At the time of our inspection there were 29 people living at the service. The accommodation is divided into four individual houses, which all have their own facilities. There was also a café and workshops on site for people to access. The accommodation is set in substantial grounds where there are stables, therapy rooms and a walled garden.

We found the following examples of good practice.

People were supported to understand how to keep safe during the pandemic. Easy read information and social stories had been created to improve people's understanding of the pandemic and what this meant for them.

People were empowered to share their experience of living in a care setting throughout a pandemic. The provider had supported people to write a letter to the prime minister which described how they were managing to stay positive throughout the pandemic. The registered manager had also liaised with a local MP to describe people's feedback so that it could be shared amongst parliament.

People's well being had been considered throughout the pandemic. Staff had considered what was important to people and what people felt was missing throughout lockdown periods. Staff had set up a projector and organised cinema nights and had created a 'tuck shop' to support people who said they missed going out to the shop.

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

Paradise House Painswick

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 26 January 2022 and was announced. We gave the service two days' 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.

People were supported to see their families in accordance with their preferences and in line with government guidance. Telephone and virtual contact supported bespoke visiting at the home. One relative said, "The risk assessments that were carried out were brilliant and so thorough. We were cautious about going straight away and so we waited for about three weeks after the guidance changed. We were so impressed with the descriptive risk assessment and the cleanliness of the environment. It is comfortable, safe and pleasant and very well organised."

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 was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.