

Consensus Support Services Limited

Fletton Avenue

Inspection report

35 Fletton Avenue
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Date of inspection visit:
10 March 2021

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19 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

Service type

Fletton Avenue is an adapted two-storey residential care home and can accommodate up to six people. The service providing personal care to up to six people, all of whom have a learning disability, autism or Prader-Willi Syndrome. At the time of our assurance visit there were six people using the service.

We found the following examples of good infection prevention and control (IPC) practice.

Prior to entering the premises visitors not subject to any regular COVID-19 testing completed a rapid result test, temperature and blood oxygen level test as well as wearing full personal protective equipment (PPE). Visitors to the service had to pre-book, were time limited and they were escorted directly to people's room to avoid contact with others.

Staff had initiated various alternatives to visits through the use of video technology and on-line social media forums. Cleaning of frequently touched items was undertaken regularly and deep cleans took place weekly.

People could be isolated if needed and systems were in place to provide a dedicated staff team who would only care for people in isolation. Plans were in place to segregate any potentially infected items.

Staff had a good understanding of IPC practises such as hand hygiene and wore their PPE correctly. Staff had enough stocks and supplies of PPE and disposed of this safely.

Information was provided to people in an alternative format and this helped enable people to understand the pandemic and why staff had to wear PPE.

Individual risk assessments were in place for any person or staff member at an increased risk of infections including being able to isolate. People were supported with social distancing as well as regular ventilation of their room and communal areas.

Audits and governance were effective in ensuring the premises were clean, odour and clutter free. A process was in place if staff needed additional wellbeing support such as, professional counselling.

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

Fletton Avenue

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 10 March 2021 and was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

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 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 preventing visitors from catching and spreading infections.
- We were assured that the provider was using PPE effectively and safely.
- 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 were somewhat assured that the provider was accessing testing for people and staff. Although they had regular testing for COVID-19, rapid result testing known as lateral flow tests for staff, additional tests were not completed in accordance with the guidance or provider's policies. The provider told us they would be implementing this change immediately.

We have also signposted the provider to resources to develop their approach.