

Leonard Cheshire Disability

# Chiltern House - Care Home Physical Disabilities

## Inspection report

82 Packhorse Road  
Gerrards Cross  
Buckinghamshire  
SL9 8JT

Tel: 01753480950  
Website: [www.leonardcheshire.org](http://www.leonardcheshire.org)

Date of inspection visit:  
23 November 2020

Date of publication:  
08 December 2020

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Chiltern House - Care Home Physical Disabilities is a residential care home for up to 22 people with physical disabilities. The building is purpose-built with adaptations throughout to help people be as independent as possible. Each person has their own bedroom with en-suite shower and toilet facilities. The home was full at the time of our visit.

We found the following examples of good practice.

Robust infection prevention and control measures were in place. There were supplies of PPE by the front door and posters and signage to alert people to the restrictions and measures in place. A sanitising station had been set up inside the front door so that hands and wheelchairs could be cleaned before people entered the building.

The premises were kept in a clean and hygienic condition throughout. Areas of potential high risk of cross-infection, such as handrails and light switches, were regularly disinfected. Supplies of PPE were available to staff throughout the premises. Staff were encouraged to bring a spare set of clothes to change into when they finished their shift. There were showering facilities for staff to use. There was a room staff could move into if they wished to self-isolate at work, to protect family members.

Staff had received training on infection prevention and control. This included use of PPE and how to put it on and take it off. The risks of potential exposure to the virus had been assessed for all staff, taking into account health conditions and high risks associated with people from black, Asian and other ethnic minority backgrounds. There was a designated Covid-19 champion who promoted good practice at the home.

Staff and people who used the service were tested for Covid-19. People were tested prior to admission to the home, such as if they needed to return from hospital.

The home was effectively managing an outbreak of Covid-19 and preventing further spread. A root cause analysis was carried out to see how the outbreak happened, to help prevent further occurrence. Visitors to the home were restricted due to the outbreak. Contact tracing and health declaration forms were completed on arrival at the home and staff checked people's temperature. The home facilitated contact between people who use the service and their families, using computer technology, and had purchased additional IT equipment for people to use.

The home liaised with appropriate external bodies for advice and guidance, such as Public Health England, the local authority's infection prevention trainer and the primary care clinical lead for the service. Any advice or equipment provided by these agencies was incorporated into how staff cared for people. A business contingency plan was in place, to reduce the effects of potential disruption to people's care. There were policies and procedures to provide guidance for staff on safe working practices during the pandemic. Auditing and observation of care practice took place to ensure these were adhered to.

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

We always ask the following five questions of services.

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

We were assured the service had safe infection prevention and control measures in place.

**Inspected but not rated**

# Chiltern House - Care Home Physical Disabilities

## **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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 23 November 2020 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.