

Medina Connect Ltd

Connect House

Inspection report

Riber Crescent
Basford
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Nottinghamshire
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Tel: 01159245467

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27 November 2020

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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

Connect House is registered to provide accommodation and nursing care for up to 74 people. The service is divided into two separate units; Heritage and Garden and provides both long term care and specialist support to people who have recently been discharged from hospital, but still require medical support before returning home to live. The service also cares for people living with dementia. At the time of our inspection there was a total of 45 people using the service.

We found the following examples of good practice.

National Covid-19 government guidance was generally observed. Where we found action was required to improve staff practice and consistency of standards being maintained, the provider took immediate action.

Staff had sufficient access to personal protective equipment (PPE) and hand sanitiser was available throughout the service. Staff were aware of their role and responsibilities in following infection prevention and control measures. Staff had received relevant training in infection control and the provider ensured staff competency assessments were completed such as hand hygiene and the use of PPE.

Latest Covid-19 national guidance was continually shared with staff. Staff received regular Covid-19 testing and followed government guidance if they received a positive test or showed signs of infection.

People were supported to maintain contact with their family and friends by telephone, video calls and via window contact. Staff supported people with their welfare by providing information and reassurance. All referrals to the service were triaged to assess their Covid-19 status and on admission, people received a Covid-19 test and were required to self isolate for a period of 14 days to reduce the risk of transmission.

Covid-19 signage was displayed throughout the service. The provider had a Covid-19 and business contingency plan that provided staff with guidance of how to manage the service should an outbreak occur.

Staff used their knowledge of people to support social distancing. People received regular Covid-19 testing and if they tested positive or showed signs of infection, they were isolated as per government guidance. This protected people's human rights to move freely around the home and reduced the risk of Covid-19 causing distress for people. A support plan was created which covered the support needed for the person during their isolation period. This made sure people's needs physical, emotional and social needs were met during that period. We observed staff interacting with people positively and activities were offered.

Consideration had been given to how staff entered the building, when and how they had their breaks and how staff meetings were managed. At the time of this inspection agency staff were not being used.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Connect House

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 November 2020 and was unannounced.

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.