

United Health Limited

Valleyview Care Home

Inspection report

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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

Valley View Care Home accommodates up to eight people over the age of 18 years, male and female, with learning disabilities, sensory impairments and physical disabilities in a single-story building. There were eight people living in the home at the time of our inspection.

We found the following examples of good practice.

- Staff had received training in how to use personal protective equipment (PPE). We saw staff followed the guidance in ensuring every measure was taken to reduce the risk of transferring the infection.
- The provider had an ample supply of PPE, and this was reviewed regularly to maintain the required stocks for the home.
- The home had increased the cleaning schedules, which included regular touch surfaces. Products used for cleaning had been changed to reduce the risks associated with the infection.
- Staff received regular support through supervision. The registered manager was introducing an individual risk assessment for staff to ensure they felt supported and any safety measures or concerns could be addressed.
- There were enough staff to support the service which worked in tandem to the sister home connected through the rear garden. Due to the complexity of the people's needs agency staff were not used and staff worked flexibly to meet the required staffing levels needed.
- The registered manager used audits to ensure safety measures were kept up to date. The registered manager planned to introduce additional action plans to reflect when any identified areas of concern had been addressed.
- At the time of the inspection visiting was not prohibited. The staff used a range of methods to maintain contact with family. This was through, mobile phones, skype or zoom meetings, emails and text messaging.
- Testing was completed in the home weekly for staff and monthly for people using the service. Daily temperatures were also taken to identify any early signs of someone becoming unwell, this was completed using ear thermometers as they had identified these were more reliable than the forehead thermometers.
- Where people had not got capacity to consent to the testing or temperature checks, a best interest decision had been completed with the relevant family and health professionals.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

This review was undertaken in response to concerns received in regards to infection prevention and control. We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Valleyview Care Home

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 3 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. Once visiting resumes the registered manager planned to introduce a questionnaire to support further safety measures.
- 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. Additional measures had been implemented to reduce any further risks of infection.
- We were assured that the provider's infection prevention and control policy was up to date and the provider was developing a contingency plan to reflect on learning during the pandemic.