

# Cygnnet Care Services Limited

# Elston House

## Inspection report

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## Ratings

Overall rating for this service

Outstanding 

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Elston House is a residential care home providing personal care for up to eight younger adults with learning disabilities and/or autism. At the time of our inspection eight people were using the service. The building had been adapted from a large domestic property and consisted of a main building, where six people lived, and a separate annex building in which two people lived.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

We found the following examples of good practice.

- The service had successfully found ways to safely support all eight people to be tested for Covid-19. All staff were regularly tested.
- Visiting arrangements were controlled and regularly reviewed. The service had a system in place for essential visitors, which included a temperature check, facilities for hand sanitising, and the requirement to wear personal protective equipment (PPE) on entering the home.
- People had individual visitor/family contact plans as part of their care plan to make sure their social contact needs continued to be met as far as safely possible.
- The provider had ensured information about Covid-19 tests, and the measures they had put in place to support people, had been regularly communicated to people's relatives.
- The provider had reasonable measures in place to reduce the proximity of people, who had tested positive for Covid-19, from those who had tested negative. On occasions when that was not possible, the provider had enhanced cleaning processes in place to reduce the risks.
- Detailed information was displayed around the home to remind people how to wash their hands effectively, the importance of social distancing, and why people wear PPE.
- Staff wore the necessary PPE, in line with best practice guidance, and had a designated area for putting it on and taking it off. Used PPE was safely disposed of.
- Although all rooms in the care home already appeared clean and uncluttered, the provider was in the process of further enhancing their deep cleaning arrangements; as part of their attempts to reduce the potential spread of the Covid-19 virus.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Elston 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 4 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.