

Maple Health UK Limited

# Maple House

## Inspection report

1 Amber Court  
Berechurch Hall Road  
Colchester  
Essex  
CO2 9GE

Tel: 01206766654

Date of inspection visit:  
29 April 2021

Date of publication:  
07 June 2021

## Ratings

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

## Overall summary

Maple House is a residential care home providing personal care to people who have a learning disability and/or autistic spectrum disorder. The service can support up to 5 people. Maple House is a detached bungalow located in a residential cul-de-sac in Colchester and is one of a group of five similar properties in the same cul-de-sac and owned by the same provider. Each property is a distinct individual service, though there are some shared facilities and joint social events.

We found the following examples of good practice.

Whole home testing for people and staff, including weekly testing and rapid testing was undertaken. Consent was gained from people each time prior to testing. Best interest decisions were taken on an individual basis for people who did not understand. Tests were not undertaken when people declined despite best efforts to support or were likely to be distressed by the process.

The service adhered to government guidance and arrangements were in place for the safe facilitation of visiting by two named family members. This was within an individualised risk assessment framework and enabled people's right to meaningful family relationships be re-established following lockdown. The service was looking to provide seven day lateral flow tests (LFT) for named visitors to test before departure to visit the service. This would help with the 30 minute wait for a result as this caused people unnecessary anxiety and agitation prior to seeing their family member.

Contingency plans were in place to ensure effective management of an outbreak, including staff working in teams and changed shift patterns; limiting staff movement and reduce footfall.

Staff had received training on the use of personal protective equipment (PPE) and infection control practices and processes were in place to minimise the spread of infection. There was an adequate supply of PPE.

Cleaning regimes had been increased including regular hard surface contact cleaning.

Staff promoted people's wellbeing during lockdown by supporting them to go out for walks or car drives every day. Alternative activities at home were introduced which included a lot of art and crafts and baking. A basket ball hoop and a hot tub was purchased for outside activity during the warm months.

## 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**

# Maple 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.

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control.

#### The Inspection

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. The inspection took place on 29 April 2021 and was unannounced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.