

Choices Housing Association Limited Choices Housing Association Limited - 20 Dairy Close

Inspection report

20 Dairy Close
Leek
Staffordshire
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Date of inspection visit:
26 March 2021

Date of publication:
23 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

20 Dairy Close is a care home which provides accommodation and personal care for up to four people with a learning disability, who may also be living with dementia. At the time of our inspection, four people were using the service.

We found the following examples of good practice.

- The registered manager had introduced new visiting protocols, in line with guidance introduced on 08 March 2021. These had been clearly communicated to people's family and friends and were being kept under review as individual visits went ahead, to maintain people's safety.
- Alternatively, outdoor visits were continued using a free-standing Perspex screen, which enabled visits without the need to enter the home. A booking system was in place and enhanced cleaning was undertaken following any visits, which minimised any potential spread of infection.
- The registered manager had produced a pictorial guide to COVID-19 testing and vaccination to support and reassure people about the processes involved.
- Staggered mealtimes had been introduced to reduce mixing and promote social distancing. Staff told us people had taken well to this change and had resulted in other positive benefits such as improved concentration, which helped reduce choking risks. Staff now worked longer shifts to reduce the need for staff changeovers and potential for spread of infection.
- Staff felt well supported by the registered manager and used a social media group to keep in regular contact with each other. They could also access confidential counselling offered by the provider to support their wellbeing.
- The registered manager was in daily contact with the provider to ensure Personal Protective Equipment (PPE) stock levels were safely maintained at all times. Staffing levels were also closely monitored and a 'bubble' system had been developed to provide support to services in the event of an outbreak.
- The service had a winter plan which reflected on learning from the provider's other services, to ensure infection outbreaks were effectively prevented or managed.
- The environment was clean. Staff completed regular touch point cleaning and deep cleans to ensure the risk of cross transmission was reduced.

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.

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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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 March 2021 and was announced.

Is the service safe?

Our findings

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.