

Westlake Care

# Kingston House

## Inspection report

Miners Way  
Liskeard  
Cornwall  
PL14 3ET

Tel: 01579346993

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05 March 2021

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22 March 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

Kingston House is registered care home providing personal care for up to three people who are living with a learning disability. At the time of the inspection there were three people living at the service. The service occupies a detached house over two floors with passenger lifts for people to access the upper floor. The service was equipped with facilities to support the needs of people living at Kingston House.

We found the following examples of good practice.

The service was clean throughout, and there were appropriate procedures to ensure any infection control risks were minimised.

Cleaning and infection control policies and procedures had been updated in line with Covid-19 guidance to help protect people, visitors and staff from the risk of infection. The registered manager kept up to date with appropriate training in infection control. The registered provider arranged and delivered training for staff to ensure they knew how to keep people safe during the COVID-19 pandemic.

The people at the service were shielding and the registered manager had taken this into account as they reviewed the layout of the home, especially the communal areas. People now had access to their own individual living space, as well as bedroom and bathing facilities, and were supported by a dedicated core staff team. This had been discussed with people and the registered manager felt they had responded positively to this change in their environment.

As people had a dedicated staff team, activities were provided that meet the person's interests whilst maintaining people's safety.

There were sufficient staff on duty to meet people's needs. Staff had covered for any gaps in the rota which meant no agency staff were used throughout the pandemic. The registered manager was mindful of the physical and emotional impact of the pandemic on people at the service, relatives and staff. To support staff, she provided a 'monthly treat' for staff e.g. a personalised mug, personalised chocolate, some toiletries and a 'superhero toy' to show the providers appreciation for the support staff have provided to people at the service.

The registered manager was keen to encourage contact with families and had arranged previously for some people to have garden visits. Some relatives were unable to visit the service and the registered manager organised a 'drive by' so that the person could see family members at a safe distance at their relatives' home. Everybody had been provided with an electronic devise to enable them to communicate with family and friends.

The registered manager was communicating with people, staff and family members regularly to make sure everyone understood procedures and precautions being taken, and how to keep people safe.

Clear signage and sanitiser dispensers were in place around the service. They were informative and highlighted what PPE was required to protect people and if any person living in the service was at higher risk.

The registered manager worked with the whole staff team to ensure infection prevention and control measures were in place. This included a review of the staffing areas to ensure that staff could take staggered breaks in a designated and safe area. Staff dedicated changing area included individual storage space for staff clothes and shoes.

Suitable testing routines had been arranged for staff and people who used the service. The registered manager said both staff and people who used the service had been happy to participate in regular testing.

The service had comprehensive policies and procedures in respect of Covid 19 and its implications on the running of the service. From our discussions and observations these had been effectively implemented.

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?**

Further information is in the detailed findings below

**Inspected but not rated**

# Kingston 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 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 5 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