

Life Opportunities Trust

# Life Opportunities Trust - 9 Hitchin Road

## Inspection report

9 Hitchin Road  
Stevenage  
Hertfordshire  
SG1 3BJ

Tel: 01923299770  
Website: [www.lifeopportuniestrust.co.uk](http://www.lifeopportuniestrust.co.uk)

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19 January 2021

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## Ratings

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

# Summary of findings

## Overall summary

Life Opportunities Trust – 9 Hitchin Road is a 'care home' providing accommodation and personal care. It is registered to provide a service for up to seven people. The service was supporting five people at the time of the visit.

We found the following examples of good practice.

Staff were heard engaging well with people. Staff told us that people were checked on frequently and they ensured they had something to occupy them while spending time isolating in their rooms.

The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID 19.

People who were in the higher risk groups were shielded throughout the pandemic. Two people who were in the older age range had been in a cohort (bubble) together and used a separate lounge to the others.

When people tested positive for COVID-19 they had to isolate in their rooms, for a set period of time. Staff were clear on what it meant to isolate and what symptoms of COVID -19 to look out for.

Staff had received training on putting on and taking off PPE, infection control and COVID 19. They told us they felt very supported and had enough information to do their jobs.

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**

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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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 January 2021 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's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 somewhat assured that the provider was preventing visitors from catching and spreading infections. However, they did not take our temperature when we arrived at the service.
- We were somewhat assured that the provider was using PPE effectively and safely. However, we noted that one staff member did not wash their hands when changing into new PPE and one staff member did not wear their visor.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, there were areas of the home that were in disrepair. This included the windowsill next to the sink and this made it difficult to effectively clean this area.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. However, one person's oral syringes were put into the sink to be washed in washing up liquid and hand-hot water. The person was positive for COVID-19. Guidance states that the equipment must be decontaminated in between use. The provider policy states 'Place the items in the steam dishwasher and run a hot cycle. If the sink is used, empty the sink water and immediately sanitise the area. Dispose of gloves.' Staff told us that the sink was cleaned with antibacterial spray in between washing people's oral syringes, utensils and plates. The sink was not cleaned prior to use and the syringes were left on the drainer when washed. The area was not immediately cleaned. The staff member did not change their gloves and wash their hands after handling the syringes before going into the office and completing records.

We have also signposted the provider to resources to develop their approach.