

Poppy Cottage Limited

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Inspection report

Poppy Cottage
Denham Green Lane, Denham
Uxbridge
Middlesex
UB9 5LG

Tel: 01895832199

Website: www.poppycottagelimited.co.uk

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03 December 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Poppy Cottage Limited is a 'supported living' service. The service provides 'personal care' to people living in four 'supported living' settings, so that they can live as independently as possible. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. At the time of our inspection 16 people with a learning disability and/or autism used the service across four different settings.

We found the following examples of good practice

The service took action to manage the outbreak of Covid-19 to prevent further spread. A review was underway to see how the outbreak happened, to avoid further occurrences. The service liaised with appropriate external bodies for advice and guidance, such as Public Health England and local authority commissioners.

The service had regular contact with people's GPs in relation to their health conditions and had identified people who were at higher risk or extremely clinically vulnerable to Covid-19.

Staff were cohorted to avoid movement between settings. Isolation procedures were followed for people who tested positive or showed symptoms. The service followed advice from Public Health England to balance people's safety, emotional wellbeing and the limited available space at the setting we visited.

Visitors to the service were restricted due to the outbreak. Staff supported people to maintain contact with their relatives through technology. The service had previously enabled limited visits under exceptional circumstances alongside IPC safe measures.

Infection prevention and control (IPC) measures were implemented by staff, such as visitor temperature checks on arrival and enhanced cleaning schedules. Staff had received training in the use of PPE and IPC procedures. PPE supplies were accessible to staff at the premises entrance.

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.

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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 3 December 2020 and was announced.

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 admitting people safely to the service.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

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