

Voyage 1 Limited

Croft House

Inspection report

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16 February 2022

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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

Croft House is a residential care home providing accommodation and personal care to people living with a learning disability and autism. Croft House is registered to provide accommodation and support to up to six people. At the time of inspection there were five people living at the service.

We found the following examples of good practice.

Staff were observed wearing personal protective equipment (PPE) when supporting people and moving around the service in accordance with government guidance.

Visitors to the service were undertaking necessary checks in accordance with government guidance before they entered the service.

Staff and people living at the service undertook testing for COVID-19 in accordance with government guidance.

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

Croft 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 16 February 2022 and was announced. We gave the service 48 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in care homes

- People's relatives were able to visit the service. Measures were in place to ensure visits took place in accordance with government guidelines. During the outbreak visiting was briefly paused to minimise the risk of transmitting and contracting COVID-19, but people were still supported to maintain contact with their families via telephone and video calls.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- We were somewhat assured people were being supported to safely isolate, and practice social distancing. People did not have care plans and risk assessments in place to advise staff about how to safely support people to isolate or socially distance when it was safe and practical to do so. The provider had policies and processes in place for assessing risk, but they were not fully utilised at the service.
- Mental capacity assessments were not always in place to support decisions made in people's best interest. We were not always assured in depth assessments involving the right people who had the authority to make decisions about COVID-19 care had taken place. We spoke with the registered manager about this who agreed this would be explored.

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