

Southside Partnership Wardley Street

Inspection report

2 Wardley Street
London
SW18 4LU

Website: www.certitude.org.uk

Date of inspection visit:
10 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

Wardley Street is a short-stay respite care service that was providing personal care and support to three people with a learning disabilities or autism at the time of this inspection. The service can support up to seven people at any one time. 44 people and their families regularly use this respite service.

We found the following examples of good practice.

The service was facilitating visits in accordance with current government infection prevention and control (IPC) guidance. People could visit the respite service providing they followed the provider's strict COVID-19 guidelines. This included arranging visits in advance to minimise visitor numbers and showing proof they had tested negative for COVID-19 on the day of their prearranged visit.

Information about the services' COVID-19, IPC, PPE and visitor procedure's had been sent to everyone who regularly stayed at the service and their families. This information was also available in easy to read pictorial version's to ensure people with communication needs could easily access this essential guidance.

People visiting the service and staff who worked there were all required to wear personal protective equipment (PPE) when in the building in accordance with current IPC guidance. The service had adequate supplies of PPE that met current demand and foreseen outbreaks.

Staff had received ongoing in-house and externally sourced eLearning and in-person IPC and PPE training throughout the pandemic.

The services' area manager demonstrated a good understanding of the principles of isolation and knew which external authorities to go to for advice should there be a COVID-19 outbreak at the respite unit.

The service participated in a 'whole home' COVID-19 testing program. This ensured anyone about to stay, work or visit the service would need to show evidence they had tested negative for COVID-19 that day before they would be allowed to enter the premises. Staff confirmed they were tested daily for COVID-19. The provider knew how to apply for COVID-19 home testing kits and had adequate supplies.

The service was meeting current requirements to ensure non-exempt staff working at the service and any visiting health and social care professionals were all fully vaccinated against COVID-19. People using the service were strongly encouraged to be vaccinated against COVID-19 in accordance with current government guidance.

The premises looked clean. The frequency high touch surfaces, such as s light switches, grab rails and door handles, were cleaned had been increased during the pandemic. Staff confirmed they were expected to continuously clean these surfaces at least twice a day.

The provider operated effective monitoring systems to check staff complied with best IPC practices and

were fully vaccinated against COVID-19. For example, managers routinely carried out unannounced inspections of the service to randomly spot check staff were wearing PPE correctly and the premises was being kept hygienically clean. Managers appropriately maintained up to date records of weekly PPE and monthly IPC audits they conducted at the service.

The provider had put adequate measures in place to mitigate the risks associated with COVID-19 related staff pressures. The service currently had its full complement of care staff and did not rely on temporary agency staff. To reduce the spread of COVID-19 staff were not currently permitted to transfer between the providers other adult social services in the area.

We were assured that this service met good infection prevention and control guidelines.

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

Wardley Street

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 10/02/22 and was announced. We gave the service 48 hours' notice of the inspection.

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 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

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.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

Staffing

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