

Freedom Care Limited

The Chantry

Inspection report

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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

The Chantry provides accommodation and support to adults with learning disabilities and autism. The service is registered to provide support to up to 13 people, and was fully occupied at the time of inspection. The accommodation is spacious and located on two floors. All rooms are single occupancy with en-suite facilities. Many of the rooms also have a kitchenette including a washing machine. There are communal areas and an enclosed garden.

We found the following examples of good practice.

- The service was committed to a programme of regular testing of staff and people using the service, and began to do this as soon as it was available. This identified two asymptomatic cases of Covid 19 and prompt action was taken which contained the virus and prevented spread to others.
- The service sought advice regularly directly from Public Health England when a positive case of Covid was confirmed. They found the advice useful and this also provided reassurance to the staff team. For example, following their advice the service made changes to cleaning products which helped reduce the spread of the virus at an early stage.
- All staff attended training online in infection control. They could interact with a live trainer and actively participate in the session. Staff found this more engaging and effective than usual online training sessions.
- A wooden cabin in the garden was used effectively for facilitating visits as it was close to the external gate. This meant visitors did not need to enter the premises to access it. The cabin was cleaned before and after visits to reduce the risk of cross infection.
- Each person using the service had a one to one worker on each shift, and this worker was given responsibility for weekly deep cleans of their room and cleaning the cabin before and after any visits. When one person was Covid positive and found it difficult to self-isolate, their support worker ensured continuous cleaning took place of areas they spent time to reduce the risk of spreading to others.
- The risk of cross infection was reduced due to people having their own en suite facilities and many people having kitchenettes and washing machines.
- Effective use of return to work interviews when any staff member had been away from work for any reason meant they were supported to return safely and could be given important updates in a timely way.
- The service had an up to date and carefully considered business continuity plan which was regularly reviewed. This ensured they were well prepared to deal with arising issues related to Covid 19.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Chantry

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 14 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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.