

Inter-County Nursing and Care Services Limited

Inter-County Nursing & Care Services Chichester

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

Inter-County Nursing and Care Services Limited, Chichester is a domiciliary care agency. It provides personal care to people living in their own homes. People have a range of needs including dementia and the frailties of age, learning disabilities and physical disabilities. At the time of the inspection the service was providing regulated care to 12 people. This service provides both planned visits to people's homes and a live-in service.

This targeted inspection was prompted due to concerns received about infection prevention and control measures that are required during the Coronavirus pandemic.

We looked at infection prevention and control measures under the Safe key question. This is to provide assurance that the service can respond to Coronavirus and other infection outbreaks effectively.

People's experience of using this service and what we found

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the Safe section of this report.

We found infection prevention and control was managed safely and we were assured that measures to reduce the spread of infection were in place.

People told us they were pleased with the service and commented positively about the steps that the provider had taken to ensure that care staff had the correct personal protective equipment (PPE) and they used this at every visit.

Staff were trained and knowledgeable about infection control and the measures they needed to take to reduce the risk of transmission of the Coronavirus. Staff told us that they felt supported by the registered manager and the provider

The service had policies, procedures and contingency plans in place.

Why we inspected

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk
The last rating for this service was Good (published 12 November 2018).

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Inter-County Nursing & Care Services Chichester on our website at www.cqc.org.uk.

Follow up

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Inter-County Nursing & on our website at www.cqc.org.uk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Inter-County Nursing & Care Services Chichester

Detailed findings

Background to this inspection

This was a targeted inspection to check on a specific concern we had received about Infection prevention and control practice. The inspection was carried out by one inspector.

Inter-County Nursing & Care Services Chichester is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

The inspection took place on the 5 November 2020 and was unannounced.

What we did before inspection

Before the inspection we reviewed the information, we held about the service and the service provider. We looked at the notifications we had received for this service. Notifications are information about important events the service is required to send us by law. We used all of this information to plan our inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

The inspection involved a visit to the service's office, and telephone conversations with a person who uses the service, and two relatives of people who use the service. During the inspection we spoke with two office-

based staff and three care staff. We looked at a range of records relating to infection prevention and control policies that included Covid- 19 procedures. Staff Covid-19 risk assessments, training records, personal protective equipment protocols and cleaning schedules.

We reviewed assessment processes and documents completed prior to when people started to receive care from the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had received about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

- Infection prevention and control were managed safely and we were assured that measures to mitigate the spread of infection were in place.
- People told us that staff coming into their homes washed their hands and put on personal protective equipment (PPE) that was in line with current guidance. The PPE was disposed of safely and people had been informed about its use.
- People told us that they were kept very well informed and had been supported well during the Covid-19 pandemic. One relative said that having the same staff visiting was appreciated as it reduces the risk of cross infection.
- Staff told us they received training that covered the use of PPE and infection prevention and control principles. Staff were knowledgeable and talked of their practice when going into people's homes, which was in line with current guidance. Staff told us that they received regular updates of information and could ask questions of the provider when they needed to.
- We observed the office staff following safe social distancing guidance, desks were spaced appropriately and the numbers of people using the office were reduced. We were assured the provider was promoting safety through the layout and hygiene practices within the premises.
- The office had a training room and this was in use during the inspection. Participants were all wearing masks and were at a recommended distance. We were told that most training has been carried out on-line during the pandemic. Some training has been required to be in a class room setting ,for example, moving and positioning and epilepsy rescue medicine.
- Records we sampled were up to date and gave clear information. These included IPC training records , risk assessments and cleaning schedules.