

Because We Care Limited

# Mac Mae

## Inspection report

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Tel: 01159815841

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09 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

Mac Mae is registered to provide accommodation and nursing care for people with a learning disability. Accommodation is provided in one building which includes bedrooms, some with ensuite, communal toilet and bathroom facilities, a communal kitchen and laundry. Mac Mae was registered for the support of up to 6 people. 6 people were using the service at the time of our inspection.

During the inspection we found infection prevention control [IPC] practices were not embedded.

Effective measures were not being taken to encourage social distancing. Signs to remind people of handwashing and good respiratory hygiene were not displayed.

Cleaning equipment was insufficient and records did not evidence that additional infection control measures were being implemented.

The registered manager was keen to maintain a homely environment for the people who lived at the home and was positive about developing their infection control practices within the home. They took immediate action to improve the areas identified during the inspection.

## 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 not assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Mac Mae

## **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 09 December 2020 and was announced.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- The building had two communal areas. There was a dining area on the ground floor and a lounge on the first floor. However, on the day of the inspection three people living at the service were not practising social distancing, two meters apart when sitting around the dining table. They were not reminded by staff to social distance and there were no signs on social distancing, symptoms of COVID-19 or good personal hygiene to act as visual reminders for people living at the service.
- There were insufficient cleaning materials in the building. There were three mops and one bucket, this meant there was a risk staff would need to use the mops in more than one area, creating a risk of cross contamination between rooms. Equipment was not colour coded and bins were not pedal operated.
- The home looked clean and there were no odours, but cleaning schedules lacked detail. However, some items were not included on the schedules. For example, we were told mop heads were washed once a week, but they were used every day according to the cleaning records. Furthermore, staff were not prompted to clean the dining room where people liked to spend most of their day. Additional touch points had been added but there was no guidance or evidence to show these were cleaned more frequently to reduce the risk of cross contamination.
- Some risk assessments for COVID-19 were not signed or dated and were not always followed by staff. For example, one control measure identified within the risk assessment was to reduce the likelihood of contaminating objects by removing them. However, on the day of the inspection people were sharing a plate of biscuits. Risk assessments and actions plans for individuals did not identify and reduce the risks for people based on their activities and understanding of COVID-19.
- Guidance on handwashing and wearing personal protective equipment [PPE] was not displayed. PPE was not always easily accessible to people. For example, before entering the laundry and kitchen. This increased the risk of PPE not being worn for some tasks. However, laundry was stored safely for 72 hours before washing and people's laundry was washed separately to avoid cross contamination.
- People and staff were tested regularly. When people tested positive for COVID-19, government guidance for visiting and accessing the community was being followed. People were supported to take up additional craft activities and contact with relatives was maintained using the phone and internet. The atmosphere at the home was very positive. People and staff were smiling and engaged in conversations with each other during the inspection.
- We provided the registered manager with feedback following the inspection. The registered manager was very open to the issues identified and implemented changes immediately to make the improvements necessary and reduce the risk associated with COVID-19

We have also signposted the provider to resources to develop their approach to ensure they improve their infection and prevention control measures.