

# Phoenix Learning and Care Limited

# Eldra Court

## Inspection report

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Date of inspection visit:  
23 March 2021

Date of publication:  
12 April 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Eldra Court is a service which provides care and support for up to seven people with learning disabilities at the time of the inspection there were six people living at the service. The home is a large domestic property within the outskirts of the town.

We found the following examples of good practice.

Staff were aware of the correct personal protective equipment (PPE) they needed to wear to keep people and themselves safe.

Staff were observed wearing PPE throughout the building and throughout the inspection. Staff had training and support to understand the fundamentals of infection control and COVID 19. There was a contingency plan for if the service had an outbreak.

All visitors were only allowed into the home once they had declared their health status, provided their contact details, completed a rapid covid-19 test and had their temperature checked.

People were being supported to visit their family in their homes as this was the preferred arrangement for people. This was done with testing of all individuals on each visit.

Staff supported people to maintain contact using video calls and phone calls. Staff also worked hard to be inventive in ways they could ensure people were still able to enjoy the activities they preferred which may have been restricted due to lockdown. This included walks locally and car rides, as well as in house creative art sessions.

The service had regular testing and had a good take up of staff and people receiving their first coronavirus vaccine.

The home was clean and there were cleaning schedules to show that high touch points were being cleaned on a regular basis to help keep people safe.

The registered manager had devised a format to complete competency checks for staff in respect of infection control PPE and cleaning. This was completed and discussed during one to one supervision meetings.

## 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**

# Eldra Court

## **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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 23 March 2021 and was announced.

## 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 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.
- We assured that the provider was promoting safety through the layout and hygiene practices of the premises.

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