

Accomplish Group (Eilat) Limited

Eilat

Inspection report

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26 March 2021

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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

Eilat is a residential care home. The service is registered to accommodate a maximum of seven people who require personal care. The service does not provide nursing care. During this inspection there were seven people living at Eilat residential home, all of whom were living long term neurological conditions, acquired or traumatic brain injury or other related conditions.

We found the following examples of good practice.

At the time of our visit the service did not have any people using the service that had tested positive for COVID-19.

The service was clean and free from clutter. The service had comprehensive cleaning schedules in place for day to day cleaning.

Personal protective equipment (PPE) was available to visitors in the service's main reception. Handwashing guidance was displayed throughout the service.

The service provided safe and effective ways for people to visit their relatives during the Covid-19 pandemic. Visiting arrangements were compliant with Public Health England guidance. Families and carers had been contacted by the service's staff about the service's visiting arrangements.

The service's conservatory was used as a visiting hub. Families and carers could book visits to see their relatives in the conservatory. Prior to visiting visitors had temperatures taken and a COVID-19 lateral flow test, this is a rapid test to detect COVID-19. Visitors were also provided with personal protective equipment (PPE).

Friends and family could video call people using the service at any time. Friends and family could also telephone their loved ones at any time.

The service had a contingency plan in the event of an outbreak of COVID-19. As a contingency plan, the service could isolate floors in the home. Staff told us they had not had to instigate their contingency plan.

The service participated in the whole home testing programme, this meant people living in the home were tested for COVID-19 every 28 days. The service's staff were tested for COVID-19 every seven days, this was supplemented by twice weekly lateral flow testing,

The service had systems in place to ensure staff isolated for the required period should they test positive for COVID-19. Staff breaks whilst at work were taken in the service's conservatory and staggered to ensure social distancing.

To enable staff in providing care safely, staff had received additional training in COVID-19 awareness and infection prevention and control. This ensured they understood what actions to take in the event of people living in the service or themselves becoming symptomatic.

The service had comprehensive infection prevention and control policies. Infection prevention and control audits were completed regularly and included extra measures the service had put in place due to COVID-19. These audits were monitored by the local authority.

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.

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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 26 March 2021 and was announced.

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 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.