

Eastern County Care Limited

# Little Waking House

## Inspection report

367-369 Little Waking Road  
Little Waking  
Southend On Sea  
Essex  
SS3 0LB

Tel: 01702217535

Date of inspection visit:  
27 November 2020

Date of publication:  
14 December 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Little Wakering House provides care and support for up to 13 people with either a learning disability and or autistic spectrum disorders. At the time of our inspection there were 13 people living at the service.

We found the following examples of good practice.

Visitors were required to wear personal protective equipment (PPE) supplied by the service and followed the protocols in place.

People that used the service had received their own computer tablets as part of a project to enhance communication.

Regular phone or video calls and photograph exchanges were arranged with people that used the service and their family and friends. A safe visiting place had been created in the garden area.

People who would be isolating at the service had their own dedicated staff to meet their support needs.

Innovative methods had been used to encourage people that used the service to be comfortable with mask wearing. This included using masks on one person's figurines which supported them to feel comfortable with themselves or staff wearing masks.

The registered manager had created a messaging group for other learning disability managers in Essex and supported them with documentation required to manage the pandemic, the group shared best practice and promoted wellbeing.

The registered manager told us they were very proud of people that used the service for managing and coping with the changes to their lives. He told us "They have taken it in their stride and adapted really well." He was also proud of the staff team for pulling together throughout the outbreak and added, "They were a strong team, but I believe they are now a stronger team due to COVID 19."

Further information is in the detailed findings below.

## 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 that this service met good infection prevention and control guidelines.

**Inspected but not rated**

# Little Waking House

## **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 27 November 2020 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 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.