

Joseph House (Reedham) Limited

# Joseph House

## Inspection report

1 Church Road  
Reedham  
Norwich  
Norfolk  
NR13 3TZ

Tel: 01493700580

Date of inspection visit:  
26 January 2022

Date of publication:  
16 February 2022

## Ratings

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

## Overall summary

Joseph House provides accommodation, care and support for up to 40 people with a learning disability. There were 36 people living at the service on the day of our inspection.

We found the following examples of good practice.

There was a range of activities available inside the home, but also staff made use of the extensive grounds outside. This included the management of visits to the home, to maintain people and visitor's safety.

There was a designated area of the home for staff and visitors to enter on arrival. This area contained personal protective equipment, and documentation to ensure where appropriate visitor's COVID-19 vaccination status was being checked.

Extensive redecoration had been completed, making the home visibly clean, fresh and comfortable throughout.

## 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**

# Joseph 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 26 January 2022 and was announced. We gave the service one hours notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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 Personal Protective Equipment 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.

### Visiting in care homes

Visiting arrangements were in place at the home, in line with current government guidance. Risk assessments were in place to support visits completed inside the home, or outside, as people had access to large surrounding grounds. Where appropriate, people also had the option of accessing the local village accompanied by their visitors and or staff, to reduce the risk of social isolation.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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

We gave the provider some additional guidance in relation to the storage of waste items from people's bedrooms, when dealing with a COVID-19 outbreak.