

Ambient Support Limited

Peppercorn House

Inspection report

31 Peppercorn Way
Wherstead Road
Ipswich
Suffolk
IP2 8RT

Date of inspection visit:
07 February 2022

Date of publication:
21 February 2022

Tel: 01473603850
Website:
www.heritagecare.co.uk/services/counties/homes/peppercorn-house/

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Peppercorn House provides personal care and support to older people living in specialist 'extra care,' housing. Extra care housing is purpose-built or adapted accommodation in a shared site or building.

Peppercorn House has 23 self-contained apartments arranged over three floors and is located in Ipswich. The accommodation is rented and is the occupant's own home. CQC does not regulate premises used for extra care housing. The building is owned and maintained by a housing association. People's care and housing are provided under separate contractual agreements.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. At the time of the inspection Peppercorn House was providing personal care to 19 people.

We found the following examples of good practice.

We observed staff following good infection prevention and control practices including appropriate use of personal protective equipment (PPE) in line with government guidance to reduce the risk of infection.

Peppercorn House was clean throughout. Increased cleaning was taking place across all aspects of the service. This included ensuring all high touch points were regularly sanitised.

Windows and doors were observed to be open in the building to support with ventilation whilst a comfortable temperature was maintained.

Policies, and procedures were in place to assist the registered manager and staff to manage any risks associated with the COVID-19 pandemic.

People living at Peppercorn House and staff were undertaking COVID-19 testing in line with Government guidance. Appropriate action had been taken if anyone contracted the virus including staff who were supported to self-isolate. Staff absence was being effectively managed where shift cover was required.

People had clear care plans in place in relation to COVID-19, this ensured risks could be mitigated and people could be supported in a personalised way.

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

Peppercorn 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 7 February 2022 and was announced. We gave the service three days' 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 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.