

L&Q Living Limited

Coxley House

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Coxley House is a residential care home providing personal care for up to 13 adults with mental health needs. At the time of our inspection 12 people were living in the service.

Coxley House accommodates people in one building across two floors, with each person having their own bedroom with toilet and sink, with four communal bathrooms. There was a communal living and dining area, a sensory area, a main kitchen and access to a secure garden.

We found the following examples of good practice.

There were robust procedures in place to ensure visitors could enter the home safely, which included temperature checks, a requirement to provide a negative lateral flow device (LFD) COVID-19 test result and proof of vaccination against COVID-19.

The service was taking part in regular COVID-19 testing for people and staff in line with current guidance.

The management team had translated COVID-19 information and provided a translator to help one person understand the importance of COVID -19 guidelines and the legal requirement to isolate when they tested positive.

People and their relatives were given information about visiting and COVID-19 guidelines, and regularly discussed any changes and updates at resident meetings. Staff supported people to be involved and supported one person to provide demonstrations about hand washing techniques and encouraged other people to follow best practice.

Staff had ongoing IPC training and we observed staff following best practice during the inspection. Management carried out IPC audits and regular spot checks on staff, with them being asked to demonstrate donning and doffing their personal protective equipment (PPE). One staff member said, "They keep us on our toes and are always asking us to demonstrate this, also during team meetings."

The staff team used the COVID-19 outbreak as a learning experience and how they could improve their everyday IPC practices. Staff told us this was discussed in team meetings and they had a lessons learnt workshop. The registered manager said, "We all certainly learnt a lot from the outbreak and has made us emphasise more in team meetings about IPC and what we are doing to keep people and staff safe."

The home was clean, hygienic and free from odour. There were clear guidelines for staff to follow to ensure cleaning schedules and best practice was followed. The provider had implemented zoning measures and there were protocols in place for cleaning communal bathrooms if there was an outbreak.

Staff told us they felt incredibly supported in their role and highlighted the positive working environment the

management team created. Staff were kept updated, had access to an employment assistance programme, with a focus on wellbeing during staff supervision. One staff member said, "They have been tremendous and are very approachable. Even when they are not on shift they check how we are doing. We are all on board and it is a very positive environment. I have 100% confidence in the managers."

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

Coxley 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 2 March 2022 and was announced. We gave the service a short period of 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.
- We saw the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.