

Choices Housing Association Limited  
Choices Housing  
Association Limited - 5  
Greenbrook Court

### Inspection report

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Date of inspection visit:  
24 March 2021

Date of publication:  
01 April 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

5 Greenbrook Court is a care home which provides accommodation and personal care for up to six people with a learning disability. At the time of our inspection, five people were using the service.

We found the following examples of good practice.

- The registered manager had introduced new visiting protocols, in line with guidance introduced on 08 March 2021. These had been clearly communicated to people's family and friends and were being kept under review as individual visits went ahead, to maintain people's safety.
- People also kept in touch with family and friends using video and telephone calls.
- Staff sourced pictorial guidance available from the NHS and public health teams to support people to understand the pandemic.
- People were supported to continue the activities they had enjoyed when they were able to go out. Additional art and craft equipment had been purchased, with people enjoying projects such as developing a large snakes and ladders board. People were also supported to enjoy interactive games using electronic tablets.
- There was a plentiful supply of Personal Protective Equipment (PPE) and the provider was in daily contact with the service to ensure stock levels were maintained at all times. Staffing levels were also closely monitored and a 'bubble' system had been developed to provide support to services in the event of an outbreak.
- The environment was clean. Staff completed regular touch point cleaning and deep cleans to ensure the risk of cross transmission was reduced.
- The provider's Infection Control Policies were kept under review and the service had a winter plan which had implemented changes following lessons learned during the pandemic. For example, people were observed for subtle changes, including deviations from typical patterns of behaviour to help identify potential asymptomatic presentations of the virus.

## 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**

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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 24 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.