

Umoya Trust (UK)

# Connect and Care

## Inspection report

Floor 3- Cross Keys House  
22 Queens Street,  
Salisbury  
SP1 1EY

Tel: 07305958649

Date of inspection visit:  
05 February 2021

Date of publication:  
04 March 2021

## Ratings

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

# Summary of findings

## Overall summary

Connect and Care is a small domiciliary care agency based in Salisbury. The service was registered with The Care Quality Commission on 20 September 2019 and this was their first inspection.

We found the following examples of good practice.

Staff had completed regular testing. Staff were aware that they should isolate if they were symptomatic or if a family member was symptomatic or had tested positive. All six members of staff had contracted COVID-19. They followed the correct procedure of isolation and all reported they were well following the inspection.

All staff had received training in infection, prevention and control practices. As part of their training, staff viewed a video by Public Health England showing how to don (put on) and doff (take off) personal protective equipment (PPE) correctly and safely. Staff received up-dates and refreshers during team meetings which were held virtually and not face to face.

The provider had carried out spot checks in people's homes to check staff were wearing the correct PPE and the correct procedures were being carried out. Random spot checks would be increased following the inspection, due to our concerns about staff compliance. The provider had a good supply of PPE.

The provider had an up to date policy and procedure for PPE, COVID-19 and infection control.

The provider confirmed that a person was COVID-19 negative before they returned home from hospital and before a new package of care was started. Risk assessments for some people and staff required a review and these were completed following the inspection.

Staff were encouraged to promote safe social distancing measures and the use of PPE within people's homes for family and other visitors. A supply of PPE was left in people's homes for visitors.

Environmental risk assessments for people's homes include extra cleaning of high touch areas and the safe disposal of PPE and personal waste.

Rating at the last inspection

This was the services first inspection.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about infection, prevention and control practices. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on a Warning Notice or other specific concerns. They

do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

## Is the service safe?

The purpose of this inspection was to check infection, prevention and control measures the provider has in place.

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

# Connect and Care

## **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.

This was a targeted inspection to check specific concerns we had about infection, prevention and control practices.

This inspection took place on 3 February 2021 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 somewhat assured that the provider was using PPE effectively and safely. Due to previous concerns raised, we recommended increased random spot checks for staff to ensure the correct level of PPE was being used.
- 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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Due to previous concerns raised, we recommended risk assessments be reviewed and updated.
- We were assured that the provider's infection prevention and control policy was up to date.