

Aspire 17 Limited

# Croft House and Cottages

## Inspection report

Croft House Barn  
Bolton  
Appleby-in-westmorland  
CA16 6AW

Tel: 01768347729

Date of inspection visit:  
11 January 2022

Date of publication:  
24 January 2022

## 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

Croft House and Cottages provides a supported living service for people with learning disabilities and autism. There were nine people using the service at the time of the inspection.

We found the following examples of good practice.

People were supported to maintain regular contact with their families and friends. When visitors were unable to access the service, for example if they tested positive for COVID-19; other communication methods and technologies were used to help support regular contact.

People's homes were kept clean and tidy and staff had sufficient PPE.

The management team and staff were focused on providing a continued good quality service. They listened to any feedback provided from various sources and immediately updated any practices and procedures accordingly.

## 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**

# Croft House and Cottages

## **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 11 January 2022 and was announced. We gave the service 48 hours notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- We were assured the provider 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 were assured the provider was facilitating visits for people living in the service in accordance with the current guidance.

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