

Achieve Together Limited

The Regard Partnership Limited - Grove Road

Inspection report

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20 January 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Regard Partnership Limited – Grove Road is a residential care home providing personal care for up to nine people with a learning disability. At the time of our inspection there were six people living in the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider kept in touch with family members and people's friends through regular emails and phone calls.

The provider had arrangements for visitors to meet with people virtually through video conferencing and physically in visiting areas. All visitors were asked to sign a COVID-19 declaration on arrival, and had their temperature checked. Visitors had to undertake a lateral flow test on the day of visit or on arrival and visiting professionals had to show proof of negative lateral flow test taken on the day of the visit; in addition, they had to show proof of their COVID-19 vaccination.

The provider informed us that staff used Personal Protective Equipment (PPE) including gloves, mask and apron when providing personal care and when social distancing was not possible.

All COVID-19 positive service users were isolated according to Public Health England Guidelines.

The provider had an admissions process in place. The provider informed us that all new service users had to have undertaken a COVID-19 PCR test 24 to 48 hours prior to being admitted into the service and on admission they perform a lateral flow test and were usually isolated for 14 days.

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider informed us that all staff had received the infection prevention and control and personal protective equipment training.

The provider informed us that all staff undertook weekly COVID-19 PCR tests and thrice weekly lateral flow tests. The provider confirmed us that all staff working at the service had received the first two doses of COVID-19 vaccine. The provider informed us five of the six residents had received three doses of COVID-19 vaccine and one resident was medically exempt. The provider maintained a testing register for staff and service users.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing. The provider informed us that they had an open-door policy and had regular meetings with staff. The care home manager indicated they were supported by

the regional manager and their local care team.

Further information is in the detailed findings below.

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

The Regard Partnership Limited - Grove Road

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 20 January 2022 and was announced. We gave the service 24 hours' 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 were assured 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.