

Potensial Limited

Potens Dipton Supported Living and Outreach

Inspection report

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25 February 2021

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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

Potens Dipton Supported Living and Outreach provides care and support to people living in two 'supported living' settings. Supported living settings support people to live in their own home as independently as possible. People's housing is provided under separate contractual agreements. CQC does not regulate premises used for supported living.

We found the following examples of good practice.

- Systems were in place to prevent people, staff and visitors from spreading and catching infection. Only essential visits could take place at the time of inspection. Visitors were robustly screened for COVID-19 including temperature checks and completion of a health declaration.
- The service supported the emotional wellbeing of people. People were encouraged and assisted to have telephone and video contact with relatives. When permitted under national guidance, the service encouraged outdoor visits. People were supported to continue with their hobbies and took part in activities such as arts and crafts.
- Staff supported people with social distancing. The service had communication aids, such as 'easy read' guidance, to help people understand the pandemic and the infection prevention and control (IPC) measures which were in place.
- The service had ample supplies of PPE and staff were observed to be wearing this appropriately. The service had purchased a cabinet to store PPE which matched the furniture in the supported living setting, to maintain a homely feel. Systems were in place to safely dispose of used PPE.
- Staff and people were taking part in the COVID-19 testing programme. Best interests decisions were in place for people who lacked capacity to consent to the test. Staff monitored people for typical and atypical signs which could suggest they were unwell.
- A thorough cleaning schedule was in place which included additional cleaning of frequently touched areas such as door handles. The service had purchased a fogging machine which was used for deep cleaning.
- The service had comprehensive IPC and COVID-19 policies in place. The manager was proactive and had contingency plans in place to ensure people would remain supported throughout the pandemic.
- The manager supported staff wellbeing and spoke positively about the strong team spirit displayed throughout the pandemic. The manager had a good relationship with the provider and healthcare professionals.

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

Potens Dipton Supported Living and Outreach

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 services with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 25 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 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.