

Hertfordshire County Council

St Michaels House

Inspection report

71 Holwell Road
Welwyn Garden City
Hertfordshire
AL7 3SF

Date of inspection visit:
12 February 2021

Date of publication:
25 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

St Michaels House is a specialised short break service that provides respite care for people with a learning disability and/or physical disability. Hertfordshire County Council is registered to provide accommodation and care at St Michaels House for up to 12 people at any one time. At the time of the inspection there were four people using the service.

We found the following examples of good practice.

The home was closed to visitors and access into the home for health or social care professionals was managed safely. People were isolating in their own bedrooms and where people needed more space to support their mental health well-being this was done safely.

The provider ensured there were enough staff on duty to meet people's needs safely.

The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19.

Enhanced cleaning regimes were in place and staff followed these. The service was well ventilated and clean.

Staff were trained in how to use their PPE in line with national guidance. Testing for staff and people was well organised and regularly done.

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

St Michaels House

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 care homes 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 12 February 2021 and was announced. We announced the inspection shortly before we arrived at the service. We had a meeting with the registered manager on 17 February 2021 as they were not available on the day of the visit.

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 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 recommend that the provider reviews their admission process to ensure this is in line with current guidance. We have also signposted the provider to resources to develop their approach.