

Royal Mencap Society

# Royal Mencap Society - 25 The Sandfield

## Inspection report

25 The Sandfield  
Northway  
Tewkesbury  
Gloucestershire  
GL20 8RU

Date of inspection visit:  
03 February 2022

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16 February 2022

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Royal Mencap Society - 25 The Sandfield is a residential care home providing accommodation and personal care for up to four adults with a learning disability, an autistic spectrum disorder and/or physical disability. At the time of our inspection there were three people using the service.

We found the following examples of good practice.

People had been supported creatively to ensure that they were still able to do the activities that were important to them throughout the pandemic. We saw risk assessments that clearly identified people's preferences and the measures staff could take to reduce the risks to people.

People were supported to understand how to keep safe during the pandemic. Easy read information had been shared to improve people's understanding of the pandemic and what this meant for them. One person said, "I understand why staff are wearing masks; it's because of the virus."

The provider had created an update page on their intranet page which had been updated daily throughout the pandemic. They had included 'good news stories' to support staff's morale and well-being.

## 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**

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## **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 3 February 2022 and was announced. We gave the service two days' 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.

People were supported to see their families in accordance with their preferences and in line with government guidance. Telephone and virtual contact supported bespoke visiting in and out of the home. One relative said, "When I visited it was [my relatives] birthday. We met in the garden and I felt safe. They took all the precautions that they could. They support [my relative] to call me every night so they have helped [my relative] to maintain contact."

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.