

Royal Mencap Society

Royal Mencap Society - Drummond Court

Inspection report

Mill Road South
Bury St Edmunds
Suffolk
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Tel: 01284767445

Date of inspection visit:
13 January 2021

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10 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Drummond Court is a 'care home'. Drummond Court provides accommodation across bungalows and flats on one site and personal care for up to 36 people who have learning disabilities and/or autistic spectrum disorder.

We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, the provider informed us of action they would take to immediately rectify this.

There was a lack of signage and instructions to explain for visitors what people should do to ensure safety and prevent the risk of cross infection.

We found the following examples of good practice.

The service was accessing the government testing scheme which assisted them to promptly identify an outbreak. The service worked with the local authority infection, prevention and control (IPC) team and other health professionals in managing the outbreak.

There was a plentiful supply of personal protective equipment (PPE).

Staff helped people to maintain links with their family and friends by phone and on-line.

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

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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 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 13 January 2021 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. Staff did not always use hand sanitiser or carry out handwashing when entering and exiting areas across the site. Hand sanitiser was not visible in all required areas. This meant there was a risk to staff and people using the service from acquiring and transferring infections including COVID-19. The provider took immediate action to rectify this.

- We were not assured that the provider was preventing visitors from catching and spreading infections. Visitors to the service were not always screened for symptoms of acute respiratory infection or provided with guidance as to any infection prevention control protocols. Neither was the inspector screened on arrival to the service. There was a lack of signage and instructions to explain for visitors what people should do to ensure safety and prevent the risk of cross infection when entering the visitor centre.

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

- 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. Where we identified a shortfall in safe disposal of PPE this was rectified immediately.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider's infection prevention and control policy was up to date.