

Zebra Care Homes Limited

West Hill Place

Inspection report

12 Burrows Close
Woburn Sands
Milton Keynes
Buckinghamshire
MK17 8SN

Tel: 07827279614

Date of inspection visit:
20 November 2020

Date of publication:
01 December 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

West Hill Place provides accommodation, care and support for up to six people with autism and learning disabilities.

We found the following examples of good practice.

- The service was receiving professional visitors with robust infection control procedures in place. Visitors were health screened and had their temperatures checked on arrival. Handwashing facilities and alcohol gel were made available and all visitors were required to wear personal protective equipment (PPE).
- The service had been providing 'garden visits' and socially distanced 'get-togethers' at local parks and leisure amenities for family and friends during the summer months. Visits were pre-arranged, with timings scheduled to avoid potential infection transmission between visitors. Guidance and PPE was provided for all visits and they were facilitated in outdoor spaces where social distancing could be maintained. The registered manager was awaiting an update to current Government guidance with a view to being able to safely facilitate visits in the future which would not be weather dependent.
- The service had taken steps to alleviate the negative impact of the pandemic on people. Staff had provided a wide variety of in-house activities to support wellbeing including celebrations of birthdays, festivals, events and games. A monthly newsletter was compiled by the registered manager which was shared with people, their families and friends.
- Risks to people and staff in relation to their health, safety and wellbeing had been carefully assessed. There was support for staff in place which included provision of training, management support and financial assistance should they become unwell.
- The service was clean and hygienic. Additional cleaning tasks and schedules had been implemented by the registered manager, which were methodically completed throughout the service three times a day.
- A robust package of procedures, guidance and contingency plans had been developed by the provider and registered manager.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

West Hill Place

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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 20 November 2020 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.