

# Guinness Care and Support Limited

# Guinness Care Lincoln Gardens

## Inspection report

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Bristol  
BS5 0BZ

Tel: 01173041720

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02 December 2020

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07 January 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

### About the service

Guinness care at Lincoln Gardens provides personal care to people living in extra care accommodation. At the time of our inspection 20 people were receiving personal care.

### People's experience of using this service and what we found

We were assured staff were following safe infection prevention and control procedures to keep people safe in their own homes.

People and staff took part in regular testing for COVID-19. Testing was currently being completed more regularly for staff and people due to the Covid outbreak. Staff that had tested positive or displayed symptoms were immediately isolated. People were asked to isolate and follow the guidance if they displayed symptoms or had tested positive.

Policies and procedures were in place. Staff had received infection control training and were kept up to date with any changes in guidance and information. Staff were given practical training on how PPE should be used. We observed staff wearing PPE. This included a facemask before the staff entered the building. The registered manager and staff were able to describe the PPE they would wear when attending people's calls.

The registered manager was in regular contact with the Local Public Health team. People had been sent letters regarding the outbreak.

The building was closed due to the outbreak. To avoid delivery drivers entering, the staff took people's parcels and food shopping to people's flats. They were wiped down with bacterial sprays and wipes. At other times the separate onsite housing office staff assisted with delivery's and parcels.

### Rating at last inspection

The last rating for this service was Good (published 13 April 2019).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns we received. This was regarding people helping office staff by delivering items to other people during a COVID-19 outbreak and staff not wearing the appropriate PPE.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns.

They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question. We found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe section of this full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Guinness Care Lincoln Gardens on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Details are in our safe findings below.

### Inspected but not rated

# Guinness Care Lincoln Gardens

## **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.

#### The inspection

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider had in place. The inspection took place during the Covid-19 pandemic. At the time of the inspection the service had an outbreak of Covid-19. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Guinness Care Lincoln Gardens is an extra care housing scheme for people, comprising of 56 flats. At the time of our inspection, 20 people were receiving personal care. The CQC only regulates personal care provided to people at the service and not the accommodation people lived in.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We gave 24 hours' notice of the inspection to ensure we could manage the risks related to Covid-19. We also needed to be sure the registered manager would be available to help facilitate our visit.

#### What we did before the inspection

Before the inspection we reviewed information, we had received about the service. We requested records from the service in relation to Infection Control and Prevention and information regarding the outbreak of Covid-19.

#### During the inspection

We met with the registered manager and the Head of Quality Assurance and Service Improvement. We spoke to three staff and observed staff wearing PPE. We discussed the information of concern we had received and how the service was managing the Covid-19 outbreak.

We considered all this information to help us to make a judgement about the service.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Guinness Care, Lincoln Gardens. We will assess all the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- We received concerns staff were not wearing personal protective clothing in line with current guidance. We were also told people were helping office staff by delivering items to people. The service was affected by a Covid-19 outbreak.
- Staff had access to personal protective equipment which we observed them wearing appropriately. Staff donned a face mask before entering the building. Staff carried around PPE with them to people's calls. Before entering people's individual flats, they donned an apron and gloves along with the face mask they were wearing. If the people, they were providing personal care to had tested positive for Covid-19 then further PPE was donned with extra measures in place. This included for example, a visor.
- Staff were able to describe the process of how PPE was donned and doffed. PPE was disposed of safely within people's flats following the department of health's guidelines.
- Staff had access to hand washing facilities. Guidance for hand washing, personal protective equipment and infection control were displayed in the service. As well as hand washing the staff carried hand sanitizers with them. They were also placed around the building.
- Staff had received infection control training and had a good awareness of infection control and prevention. One member of staff told us, "It is very important to keep safe. I have family at home and need to also protect them".
- Parcels and shopping delivery's for people which were received by the care office were wiped with antibacterial sprays and taken to people's flats by staff. People were given advice to leave parcels in a safe place for 72 hours. The registered manager advised us that people were not asked to help the office staff with deliveries.
- The service was being supported by the Local Public Health team. To help control the spread of the infection, people and staff were being regularly tested. Staff were immediately isolated if they displayed symptoms or had tested positive. People were also asked to isolate in their flats if they had symptoms or had tested positive.

- People were given advice and support from the registered manager and the Local Public Health team. People were asked to wear a mask if they left their flat to go out. They were reminded of the government advice and the restrictions they were to follow. This included not mixing with other people that lived within the building and to follow social distancing guidelines.

- People were given advice not to have visitors due to the outbreak. We were told most people that lived at Lincoln Gardens were respectful of this. However, some families were unhappy and had become verbally abusive to staff. They were reminded of the government's advice.