

Psycare Limited

Eltisley Manor

Inspection report

Cambridge Road
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St Neots
Cambridgeshire
PE19 6SR

Tel: 01480881006

Date of inspection visit:
08 April 2021

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27 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Eltisley Manor accommodates up to 39 adults and older people. The service caters for people with mental health needs and some of whom have a physical disability in a two-storey building. There were 36 people living at the service during this inspection.

A hand wash station has been provided outside the main entrance to allow all visitors to wash their hands before entering the building

Visitors undertook a rapid COVID -19 test before entry to the building. They were asked to complete a health screening questionnaire and then had their temperature checked. They were then provided with personal protective equipment (PPE). This was in line with government guidance.

People from next week are able to have two designated visitors to enter the building, a visitor's pod was available for other family members. A booking system was in place.

People were able to stay in contact with friends and relatives via facetime and zoom as well as via the telephone. Staff assisted people where required.

The service was clean and there was cleaning in progress throughout our visit.

Staff had received training in, putting on and taking off personal protective equipment (PPE), infection control and COVID-19.

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

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

Eltisley Manor

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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This announced inspection took place on 8 April 2021. We also asked the provider to send us infection prevention and control policies and audit findings.

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's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was using PPE effectively and safely.