

# Caretech Community Services (No.2) Limited

## Albert House

### Inspection report

167 High Street  
Clapham  
Bedford  
Bedfordshire  
MK41 6AH

Tel: 01234346689

Date of inspection visit:  
10 November 2020

Date of publication:  
03 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

Albert House is a residential care home for up to eight adults with learning and/or physical disabilities. There were eight people in residence when we visited.

We found the following examples of good practice.

- The provider had created an online portal, which allowed the registered manager to access all guidance, policies and procedures in one place. The Business Continuity Plan had also been updated to reflect the Covid-19 pandemic.
- The provider had created a charitable fund to top-up statutory sick pay, in the event staff were required to self-isolate.
- Staff had access to all required Personal Protective Equipment (PPE) and had received training in donning and doffing procedures. Staff were seen to be maintaining social distancing appropriately.
- The service had been providing 'garden visits' with robust infection control procedures in place. Visits were limited, temperatures checked, and infection control measures followed.
- People's wellbeing had been prioritised. A sensory space had been created within the home, which people were enjoying on the day of our visit. The registered manager also described the various arts and crafts and gardening activities, which had taken place at the service.

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 somewhat assured the service were following safe infection prevention and control procedures to keep people safe. We have signposted the service to resources and guidance to develop their approach in some areas.

**Inspected but not rated**

# Albert House

## **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 10 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 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.

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