

South Tyneside MBC

Clasper Court

Inspection report

Clasper Court Extra Care
Heron Drive
South Shields
Tyne and Wear
NE33 1LN

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16 February 2021

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Ratings

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

Summary of findings

Overall summary

About the service

Clasper Court is an extra care housing service. People using this service lived in their own apartment within one large building. The building comprises of 24 individual apartments.

We found the following examples of good practice:

- All visitors had to undergo a temperature check before entry. There were ample PPE and handwashing facilities available, as well as clear signage. Staff had worked flexibly and creatively to facilitate compassionate visits.
- Staff had responded positively to external advice regarding infection prevention and control. They had reacted proactively, for instance sourcing clip-on pens and hand sanitisers to reduce touching items unnecessarily.
- The service had facilitated video calls and window visits in line with national guidance.
- Movement of staff and people between services had been minimised. Staff had worked additional shifts and helped with cleaning duties to ensure people were safe and received a continuity of care.
- The registered manager and other leaders understood national guidance and ensured that the extra care service provision had a clear set of policies and procedures in place.

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

Clasper Court

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

As part of CQC's response to care services with outbreaks of COVID-19, 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 16 February 2021 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 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.