

# Networking Care Partnerships (South West) Limited

## Trianon

### Inspection report

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Devon  
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Date of inspection visit:  
17 January 2022

Date of publication:  
02 February 2022

### 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

Trianon is a six bedded residential service registered to provide accommodation and personal care for up to six people with learning and physical disabilities. The service is provided in two semi-detached bungalows adapted into one site. All bedrooms are single occupancy, there is a shared lounge also used as a dining room and accessible gardens. At the time of inspection six people were living at the service.

We found the following examples of good practice.

Safe arrangements were in place for people's relatives and professionals visiting the service. This included reviewing evidence of a confirmed negative lateral flow device test (LFD), a recent negative polymerase chain reaction (PCR) test result, vaccination against COVID-19 and the requirements to show a COVID-19 pass. Visitors were encouraged to wear personal protective equipment (PPE) in line with government guidance and ensure hand sanitisation.

The provider had identified a designated sheltered area away from the main building for visitors to undertake lateral flow tests and await results.

Policies and procedures relating to COVID-19 were up to date which enabled staff to keep people safe.

The provider had a policy in place that ensured their readiness in case of an outbreak. This included how zoning principles would be used to ensure people's safety as well as safe management of risks of cross infection.

Risks to people's wellbeing such as, where people found it difficult to communicate effectively with staff wearing face masks had been assessed. Staff used Makaton (Makaton is a language programme that uses signs together with speech and symbols, to enable people to communicate) and pictorial signage to ensure people had the information in a format that was accessible for them. People had access to technology to enable them to communicate with family.

Staff training was up to date and monitored by the registered manager.

The service was clean and fresh, staff carried out regular touch point cleaning. Regular infection control audits took place and actions had been followed up when required

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

We always ask the following five questions of services.

### Is the service safe?

**Inspected but not rated**

Further information is in the detailed findings below.

# Trianon

## **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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 17 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

Staffing.

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.