

UK Healthcare Group Limited

# Forge House Services Limited

## Inspection report

Forge House  
60 Higher Street  
Cullompton  
Devon  
EX15 1AJ

Tel: 0188432818

Date of inspection visit:  
17 November 2020

Date of publication:  
07 December 2020

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Forge House is registered to provide accommodation with personal care for up to 11 people with learning disabilities. At the time of our visit there were nine people living there. Some adaptations on the ground floor have been made to meet the needs of people who may also have a physical disability. Communal facilities include a number of bathrooms, lounges, a dining room, sensory area and an accessible garden.

We found the following examples of good practice.

The staff were following up to date infection prevention and control guidance to help people to stay safe.

The provider provided training to ensure staff knew how to keep people safe during the COVID-19 pandemic.

Staff supported people to occupy themselves whilst maintaining their safety. Staff were providing additional one to one activities for people.

Staff helped people to stay in touch with family and friends through phone and video calls. The registered manager was communicating with people their family members, and staff members regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

There was an infection control lead at the service. Regular audits ensured care staff were aware of their responsibilities in regard infection control, and the importance of working effectively together to ensure national guidance was followed.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?

inspected but not rated

**Inspected but not rated**

# Forge House Services Limited

## **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.

Forge House 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 17 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 taking action to prevent visitors to the service 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.