

Heydayscareandsupportservices Limited

# Heydays Care & Support Services LTD

## Inspection report

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01 December 2022

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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

Heydays Care & Support Services LTD is a domiciliary care agency that provides personal care and support to people living in their own homes.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. When we inspected the service was providing personal care to 107 people.

We found the following examples of good practice.

Staff were trained in how to protect people from the risk of infection.

The provider was aware of government guidance about controlling the spread of infection.

The provider had developed dynamic risk assessments to balance people's rights and wishes with maintaining their safety.

The provider had ensured staff had the PPE they needed to work safely.

The provider gave staff guidance about carrying out a lateral flow device test if they were displaying symptoms of COVID-19. Staff testing positive for COVID-19 were not allowed to work.

## 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**

# Heydays Care & Support Services LTD

## **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.

This inspection took place on 1 December 2022 and was announced. We gave the service one days' notice of the inspection.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing people from catching and spreading infections.
- We were assured that the provider was supporting people to minimise the spread of infection.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- 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 using dynamic risk assessments to balance people's rights and wishes with maintaining their safety.