

Greensleeves Homes Trust

De Lucy House

Inspection report

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27 January 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

De Lucy House is a purpose-built residential home without nursing for up to 60 people. It is registered to provide personal care to people over 65 years, some of whom are living with dementia have physical disabilities and sensory impairments. At the time of the inspection there were 42 people living in the home.

We found the following examples of good practice.

- The home was clean, hygienic, free of unpleasant odours and had adequate ventilation throughout. Enhanced cleaning schedules were in place and were frequently checked.
- Robust infection and control procedures (IPC) had been established which were understood and adhered to by the staff. Staff had received relevant training in IPC and had their competencies assessed by the management team.
- Information including posters on IPC best practice in areas such as hand hygiene, donning and doffing of PPE (Personal Protective Equipment) and social distancing were displayed throughout the home to reinforce safe procedures.
- Staff were observed to be wearing PPE appropriately. There were sufficient supplies of PPE, with designated areas throughout the home for staff to access.
- Individual risk assessments had been conducted in consultation with people who lived in the home and or their representatives. These were regularly reviewed.
- Risks to staff in relation to their health, safety and well-being had been assessed and were monitored. Where individual risks had been identified, control measures had been implemented to mitigate against the risk.
- The environment was well organised and had been adapted to support social distancing. There was a designated staff changing area and identified areas for staff to safely take their breaks.
- At the time of our visit the home was closed to all but essential visitors in accordance with government guidelines when there is a confirmed outbreak. The registered manager was very aware of the emotional impact on people when they were not able to see their relatives. Considerable emphasis had been placed on finding different ways to enable people to maintain contact with their families which included video calls, telephone calls or written communication.
- The provider had appropriate infection control policies and procedures in place. These had been developed in line with current government guidance and fully implemented in 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?

Further information is in the detailed findings below.

Inspected but not rated

De Lucy 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 care homes with outbreaks of coronavirus, 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 27 January 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 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 have also signposted the provider to resources to develop their approach.