

ACG CARE LTD

Potters House

Inspection report

3 Keats Avenue
Romford
RM3 7AS

Tel: 07505064826

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23 February 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

Potters House is a domiciliary care service that provides care and support to people living in a supported living setting, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support. One person was living at the supported living site who needed support with personal care.

We found the following examples of good practice

The provider implemented visiting arrangements that were safe and helped to control and prevent the spread of infections. Visitor protocols included a lateral flow test (LFT) for COVID-19 prior to visits. Visitors were given access to Personal Protective Equipment (PPE), such as face masks to make sure the risk of catching and spreading infections was minimised. Hand sanitiser was available for use at the entrance. Visitors had their temperature taken by staff to check they were not symptomatic of COVID-19.

Visiting professionals were asked to provide evidence of their COVID-19 vaccinations prior to entering the home. All care home staff took a daily LFT test as a precaution to check if they had the virus before starting their work in the supported living service.

The service had enough staff to meet people's needs. Agency staff were recruited to cover when needed and the provider was able to maintain their assessed staffing levels. At the time of our inspection, we observed there was sufficient staff to support people.

Staff and people took part in a COVID-19 testing programme according to government guidance. All staff had completed relevant training in infection control and PPE. Handwashing guidance was displayed throughout the home and additional PPE was available for staff and visitors. The registered manager carried out infection control audits of all areas within the supported living service in accordance with the provider's infection control policies. There was a daily cleaning schedule in place to ensure the premises was kept clean and to maintain hygiene, which helped prevent the spread of infections.

The provider kept up to date with government and local guidance on self-isolation, visiting and outbreaks to ensure they were following it correctly.

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

Potters 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 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 23 February 2022 and was announced. We gave the service 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.