

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Innova House Health Care Limited

Location / Core Service address	Date
Woodlands - Innova House CLD 78-86 Forest Road Mansfield NG18 4BU	21/07/2020

Dear Innova House Health Care Limited

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Infection control products

You had sufficient PPE products and were following all guidance ensuring PPE was worn at all times when delivering personal care including wearing goggles or visors, as the service supports people with Autism you had individually risk assessed residents where masks at all times would not be appropriate, when this occurred full social distancing of more than two meters was applied, you had been able to gain PPE. We also discussed the audits in place and cleaning regime you had implemented. You have clear signage up around the home in easy read format so residents are fully aware of why staff are wearing enhanced PPE.

Staffing

You had safe staffing numbers at present and discussed the training available to staff and how you have adapted your induction process. We also discussed the management plan you had in place if severe staffing issues occurred. .

Temporary changes to the service.

You had initially closed the home to all non essential visitors and could safely facilitate professionals to visit the home to manage ongoing health needs if needed to a separate room on the main site, there is also changing and handwashing facilities here, we also discussed the temporary change to practice and how the staff had quickly adapted. You were slowly introducing social distanced home visits for individual residents.

Testing

All staff and residents had received a test and all tested negative, you discussed you had found the process easy to follow. You had gained appropriate consent and included GP's prior to testing residents.

Risk assessments

We discussed you had implemented specific risk assessments addressing COVID-19 and that care had not been compromised due to the pandemic.

Management of the service

We discussed that you never felt under pressure to compromise the safety of the service and felt well supported. there is robust on-call system which included a second buffer manager to provide further cover if required.