COVID-19 Emergency Support Framework

Engagement and support call
Summary Record

Agincare Live-in Care (Central) Limited

Location / Core Service address	Date
Agincare Live-in Care (Central) 1st Floor Goeland House 178 St Albans Road, Arnold, NG5 6GP Nottingham	10/06/2020

Dear Agincare Live-in Care (Central),

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 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?

Yes   There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?

Yes   Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.

1.3 Was the environment suitable to containing an outbreak?

Yes   You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?

Yes   Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

1.5 Were medicines managed effectively?

Yes   Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?

Yes   Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

Assessment Area 2

Staffing arrangements

2.1   Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?

Yes   There were enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

2.2   Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

Yes   There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

Assessment Area 3

Protection from abuse

3.1   Were people using the service being protected from abuse, neglect and discrimination?

Yes   People were being safeguarded from abuse, harassment and discrimination.

3.2   Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

N/A

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?

Yes   Staff health, safety and wellbeing were protected despite the increased pressures associated with COVID-19.

4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care

Yes   There were effective systems to monitor the overall quality and safety of care being provided at the service during the COVID19 pandemic.

4.3 Is the provider able to support staff to raise concerns during the pandemic?

Yes   Staff were able to raise concerns and were supported to speak up during the pandemic.

4.4 Had care and treatment provided to people been sufficiently recorded during the Covid-19 pandemic?

Yes   Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

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

Yes   Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

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 have obtained enough PPE supplies to deliver to your dispersed staff team. You have a system in place for monitoring the use of PPE and replenishing supplies as needed.

Infection control practice: Although no specific PHE guidance has been released which covers your type of service, you have taken a pragmatic approach based on aspects of the guidance which fits your service. Your staff wear full PPE when providing close personal care, and masks are worn by staff for the first 14 days when they commence their placement in a household.

Care and treatment for covid19: You have supported 1 person who was suspected to have covid19 who subsequently recovered.

Staff cover: You have enough staff to meet people's assessed needs, and you have contingency plans in place for use if a large number of your staff are taken ill.

Staff support and training: Staff are provided with regular updates and guidance and they have access to the provider's employee assistance programme; including counselling if required. Regular visits to staff in the field are continuing and staff can also contact the On Call manager if they need assistance at any time.