

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Community Health Action Trust

Location / Core Service address	Date
Brookes Homecare Services Moran House 449-451 High Road 1st Floor Suite 7 10-11 London NW10 2JJ	10/08/2020

Dear Community Health Action Trust

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

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

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

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**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?**

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**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.

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

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

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

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

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**1.5 Are medicines being managed safely and effectively?**

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**Yes** Medicines are being managed safely and effectively.

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

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

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## Assessment Area 2

### Staffing arrangements

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

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

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

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

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## Assessment Area 3

### Protection from abuse

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

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

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**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?**

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

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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

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

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**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?**

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**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.

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

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

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

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

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

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

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### Overall summary

From our discussion, we assess that you are managing the impact of the COVID-19 (C-19) pandemic. You told us infection risks to people using the service were being assessed and managed. You also said you had strengthened your risk management systems, in order to support C-19 related risks. For example, you had revised all risk assessments at the early stage of the pandemic. You had also revised your infection

control policies in line with government guidance. You also confirmed that you had updated your business continuity plan in the context of C-19.

You told us staff had reliable access to the right personal protective equipment (PPE). You also confirmed both staff and people had access to C-19 testing. Initially you had encountered challenges to access PPE, but this was soon resolved. You told us although you have private supplies of PPE, the local authority had paid a significant role in ensuring you had sufficient supplies.

You have shared with us your plan for managing staffing levels in the event of a new wave of the pandemic or any localised outbreak, which could lead to shortfalls and emergencies. We advised that in addition to your current plans you check with your local authority of any local arrangements in the event of staff shortages. This would strengthen your contingency arrangements and ensure you have realistic and workable plans in the event of staff shortages.

From our discussions, we judged people were being protected from abuse, neglect, discrimination, and loss of their human rights. You confirmed you had safeguarding and other policies in place. You told us staff were aware of safeguarding procedures and how to escalate concerns.

You told us you had maintained systems and methods for monitoring the overall quality of the service and for responding to business risks. You told us you have been participating in the local authority and CQC surveys. You have also attended regular meeting with the local authority and local partners. From our discussion, we judged you had been able to implement effective systems to monitor and react to the overall quality and safety of care. We found the registered manager to be well versed with current government policy in relation to C-19.