

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

New Dawn Care Agency Ltd

Location / Core Service address	Date
New Dawn Care Agency Ltd The Old Shippon Onibury Craven Arms SY7 9AW	28/07/2020

Dear New Dawn Care Agency Ltd

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. Please note, the summary of the ESF conversation we are sharing with you is intended as a private record of the conversation between you and our inspector and not as a public document giving assurance on the quality of care delivered by

yourself, as a result we will not be publishing the summary documents on our website and don't envisage them being shared publicly

INFECTION CONTROL & PRACTICE - You said you currently have access to sufficient supplies of PPE and you could obtain more where required. You said that staff are using PPE appropriately and all have received up to date training.

CARE & TREATMENT FOR COVID 19 - You said you were supporting 42 service users, 3 of whom were shielding. You said service users were coping well in the current conditions and you were able to meet their needs safely. Service users remain well, and you said there were no problems meeting their needs. You said there were no issues obtaining or storing medicines. You receive good support from local healthcare professionals.

TESTING FOR COVID 19 – You said that service users were tested before returning home from hospital. Tests so far had been negative. You and another staff member were tested when symptomatic and both tests returned negative.

STAFF COVER - You said that you had sufficient staff to meet service user's needs. You have continued to recruit additional staff safely and ensured they have the skills and training to meet service users needs. You have one member of staff who is currently shielding and have plans in place for their safe return to work.

FINANCIAL CONCERNS – You did not express any financial concerns.

MANAGEMENT - You have contingency plans in place to provide staff cover as required. Staff are receiving on-going supervisions and staff have access to additional support if they need it. You are keeping up to date with Government guidelines and updates were shared with staff. You said that you attend registered manager forums and receive good support from SPIC. You said you did not need further support from CQC at the moment but would contact us if you needed to.

IMPROVING & DELIVERING CARE – Internal audits continue to monitor the quality and safety of the service. You said that service users received the care they need, and that staff and service users were coping well. You are working hard to keep service users and staff safe and you have ensured their views were valued and responded to. Well done to all of you.