

Exmouth Care Ltd

Amberwood Nursing Home

Inspection report

231 Exeter Road
Exmouth
Devon
EX8 3ED

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05 March 2021

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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

Amberwood Nursing Home is registered to provide personal and nursing care for up to 24 people aged 65 and over. There were 14 people using the service at the time of the inspection.

We found the following examples of good practice.

Procedures were in place to ensure the risk of any visitors to the service introducing infection were minimised. These had been reviewed and enhanced to enable them to safely welcome visitors into the home, in line with government guidelines introduced on 8 March 2021. Clear guidance was displayed for visitors. Temperatures were taken and there was 30 minute on site rapid testing for covid. PPE (personal protective equipment) and handwashing/alcohol gel was provided. Cleaning took place following the visit. Measures were in place to minimise visitors contact with others in the home. Visits were by appointment, and staff escorted visitors directly to their family members room by staff.

People had been supported to maintain contact with their loved ones throughout the pandemic using a range of technology. Window visits had continued. One relative had been supported to visit following a deterioration in their family members mental health. They were tested regularly for covid alongside the staff team, and wore PPE. Every person had a Christmas photograph taken of them wearing something festive. The photographs were made into cards and sent to their families to reassure them their loved one was ok.

People were assessed twice daily for the development of a high temperature or symptoms of covid. Programmes for regular testing of people and staff were in place. The majority of residents and staff had received their first vaccination.

People new to the service were tested for covid before arrival. They were supported to adhere to an isolation period in their rooms, with a dedicated staff team and notice on the door to inform staff and visitors.

Social distancing was supported in the home, with a maximum of four people in the lounge at any one time. Staff breaks were staggered.

PPE was used in accordance with the government guidelines, with guidance and prompts displayed throughout the home to remind staff and visitors. Staff training in infection prevention and control was refreshed every two months to ensure their knowledge and skills were up to date. This meant staff knew how to immediately instigate full infection control measures to care for people with symptoms, to reduce the risk of the virus spreading to other people and staff.

The management team had recognised PPE may cause fear and anxiety for people. Staff had explained to people about the need to wear masks. If people were concerned, staff stood on the opposite side of the room to show them what they looked like before replacing the mask. This had helped alleviate any anxiety.

There were comprehensive policies and operating procedures in place. The service had a clear understanding and commitment to an enhanced cleaning programme to prevent the spread of infection. A new team of domestic staff had been recently recruited to this end. There were safe systems in place for the management of laundry.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Amberwood Nursing Home

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 5 March 2021 and was announced.

Is the service safe?

Our findings

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.