

Avery Homes Downend Limited

# Avonmere Care Home

## Inspection report

339 Badminton Road  
Downend  
Bristol  
Avon  
BS36 1AJ

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Avonmere is a care home providing accommodation, and personal care for up to 76 people. At the time of the inspection there were 48 people living at the home. The home was purpose built with bedrooms and en-suite facilities over two floors. There were various communal lounges and dining rooms. People enjoyed the library, cinema, games room, salon and beauty room. On entry to the home there was a large reception area and a café restaurant facility.

People's experience of using this service and what we found

People were protected by the home's infection control policy and procedures. Various visitor arrangements for family were constantly reviewed and supported based on government guidelines. Following new, recent guidance people were supported to leave the home whilst maintaining their safety and risk assessments were in place.

Prior to any visiting people were informed of the procedures they should expect on arrival. People were asked not to visit the service if they displayed any symptoms related to Covid19. Prior to entering they received a lateral flow test (LFT). Everyone provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The registered manager and staff ensured contact was maintained through various initiatives. They were sensitive to people's feelings including anxiety, sadness and loss. Positive activity provision continued, including celebrating special events. One to one wellbeing interaction with people had increased and people had enjoyed this individualised approach in addition to the activity programmes.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained good. The vaccination programme for people and staff had been well received. The environment lent itself to cohorting people if they tested positive to Covid 19 and the home followed guidance to self-isolate new admissions. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly. This had particularly applied to a person who had dementia and found it difficult to understand restrictions. The home was exceptionally clean. The head housekeeper and their team contributed to keeping people safe during the pandemic.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received Infection Prevention and Control (IPC) training and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of Personal Protective Equipment and IPC practices.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Avonmere Care 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 16 June 2021 and was announced.

# Is the service safe?

## Our findings

### Preventing and controlling 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.