

Amica Care Trust

Exmouth House

Inspection report

Long Causeway
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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

Exmouth House provides accommodation to a maximum of 31 people who require support with personal care. At the time of this inspection there were 28 people living there.

We found the following examples of good practice.

The management and staff team had worked very hard to ensure people maintained positive wellbeing and contact with their loved ones throughout the COVID-19 pandemic and beyond. People told us how wonderful the staff team were and praised them for creating a sense of community saying that even during isolation periods they had never felt alone. The registered manager had recently left the service but they had spent time handing over to the new manager to ensure continuity for people.

An online secure 'relative's gateway' had been set up enabling messages and photographs to be shared from around the world and we saw how people had been supported to be part of family celebrations, share what they were doing and stay connected. Staff printed out chosen photographs for display. There were also portal devices around the home that could be used to access the internet. For example, one person loved to watch a fish tank and enjoyed moving online images. People also were enjoying a new penpal scheme.

The whole staff team were involved in activities with people. During our inspection most of the home were enjoying a bingo game. Another person had an easel set up in the light conservatory. There were themed meals such as Chinese New Year with decorations. The chef dressed up as Cupid for Valentines Day. A trolley served various purposes such as a market shop, fish bar, ice cream parlour and coffee stand to try different coffees. Residents' meeting enabled people to discuss their anxieties on the pandemic. A 'Rising Vibe' scale was used to monitor people's feelings so staff could further target mental wellbeing and support. The new manager said they tried to do something fun each month for people as well as staff. That evening there was to be a pizza night to celebrate staff awards. The home Facebook page showed what people were doing and praised staff. Comments from families were all positive and showed appreciation for the communication.

Staff were very well supported by the management team and the provider. The new manager had attended Mental Health First Aid training and a counsellor had visited the home to support staff in person. There had been regular praise and treats and awards for the staff team to show appreciation of their good work.

There was an infection control and prevention champion. They had devised a bespoke induction training pack to easily inform staff about infection control and prevention in simple terms and to monitor staff competency. Staff received ongoing training in infection control and staff had received training regularly from various sources to ensure they were up to date.

The service ensured people could continue to receive visitors in line with government guidance. There was a clear process, including a health questionnaire and testing regime in place for visitors, with personal protective equipment (PPE) provided. A dedicated visiting pod had been purchased accessed from outside.

Families were able to become essential care givers as part of the staff team if they wished, book visits and safely visit people in their rooms. Throughout the pandemic people at the end of their lives had been able to spend time with their loved ones.

Staff were seen to wear PPE throughout the inspection. They frequently used hand sanitiser, available throughout the home. The large group of people in the lounge during the inspection told us how safe they felt and how amazing staff had been.

There was an extensive cleaning schedule, with regular spot checks and audits. This ensured cleaning was completed to a high standard.

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

Exmouth House

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 28 February 2022 and was announced. We gave the service 48 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The new manager told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

Visiting in care homes

- The service ensured people could continue to receive visitors in line with government guidance. There was a clear process, including a health questionnaire and testing regime in place for visitors, with personal protective equipment (PPE) provided. A dedicated visiting pod had been purchased accessed from outside. Families were able to become essential care givers as part of the staff team, book visits and safely visit people in their rooms. Throughout the pandemic people at the end of their lives had been able to spend time with their loved ones.
- The service supported people to continue to enjoy a wide variety of activities and the home was very cheerful with displays of all the arts and crafts people had made during the pandemic.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an

emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.