

Avenue Care (Fareham) Limited

The Avenue Care Home

Inspection report

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25 February 2022

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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

The Avenue Care Home is a residential care home providing personal care to 24 people aged 65 and over at the time of the inspection. The service can support up to 24 people. We found the following examples of good practice.

The registered manager checked our LFD test results and asked to see our COVID pass on arrival.

The registered manager had completed outcome forms for all people which covered their risk of contracting COVID-19.

The registered manager and staff communicated regularly with family of people living in the home. They also had effective relationships with other professionals such as GP surgeries for the benefit of people living in the home.

The home was clean and tidy, staff followed cleaning rotas. Care staff were documenting cleaning being carried out within the home and these were checked by the management team to ensure cleaning was carried out effectively. All staff ensured regular disinfection of frequently touched surfaces of the home for example, light switches and door handles.

There were enough stocks of PPE in the home. Staff had received training from the local authority on donning and doffing and infection, prevention and control.

The registered manager had a good understanding of zoning and cohorting which was followed in the event of a COVID-19 outbreak.

The provider had an up to date infection control policy which had been updated to include COVID-19.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

The Avenue 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 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 25 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider 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 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

Although the home was allowing visitors, people were restricted to one area of the home and had to socially distance from their visitors which was not in line with the most recent government guidance. The home did not take visitors temperatures on arrival, however, did check to ensure visitors had taken an LFD test on the day of arrival.

We spoke to the registered manager about this. The registered manager told us this had not impacted on people and relatives were happy with the visiting arrangements. However, they were responsive to our concern and told us they would review the latest guidance and ensure visiting would take place in line with government guidance as a matter of urgency. We signposted the registered manager to the most up to date guidance for their reference.

Following the inspection, the registered manager told us they had taken action and visiting was now taking place in line with government guidance.

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.

We spoke to the registered manager about the period of time for isolating people on admission and when testing positive for COVID-19. The registered manager told us they isolate people for 14 days which is not in line with the latest government guidance which states people should be isolated for 10 days. The registered manager told us they would make these changes with immediate effect.

We have also signposted the provider to resources to develop their approach.