

Christchurch Housing Society

Silverways Nursing Home

Inspection report

Silver Way
Highcliffe-on-Sea
Christchurch
Dorset
BH23 4LJ

Tel: 01425272919

Date of inspection visit:
17 February 2021

Date of publication:
12 March 2021

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

Silverways is a residential nursing home providing care and accommodation to older people. At the time of our inspection there were 33 people living at the home. Accommodation is provided in single occupancy rooms, over two floors, with a varying range of en-suite facilities. Communal areas include specialist bathrooms, lounge and dining rooms, laundry, catering facilities and accessible outdoor space.

We found the following examples of good practice.

Policies and staff practices at Silverways were in line with the latest infection, prevention and control (IPC) government guidance. This included safe admissions, caring for a person with Covid-19 and how staff were deployed. Regular IPC audits were completed, ensuring standards were met, and when actions were identified they were completed in a timely way.

At the time of our inspection limited visiting was taking place due to a country wide national lockdown. Risk assessments to ensure safe visiting were completed for exceptional circumstances such as when a person was nearing end of life. Arrangements for visiting were by appointment only and accessed through a separate external door which avoided entering areas in the home where people lived. Visitor checks included a temperature check and rapid Covid-19 test, which indicated a positive or negative test result within 30 minutes.

Premises and equipment appeared clean and the correct cleaning products were being utilised. Changes to the environment had been carried out to enable more effective cleaning, including changes to flooring.

Staff were up to date with infection, prevention and control training which had included safely putting on and taking off personal protective equipment (PPE) and the correct use of self-testing kits. Competencies were regularly checked.

People and staff were participating in regular testing and the Covid-19 vaccination programme in line with government guidance. Legal requirements for obtaining consent for testing and vaccinating had been met. The registered manager told us they were reviewing resources supplied by Public Health England aimed at addressing staff anxieties about vaccination.

People's wellbeing needs were understood, and staff assisted people to use technology to help keep in touch with family and friends. Friendships between people living at Silverways were able to continue with social distancing safeguards in place.

Further information is in the detailed findings below.

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

Silverways 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 17 February 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.