

Avante Care and Support Limited

Weybourne

Inspection report

1 Finchdale Road
Abbey Wood
London
SE2 9AH

Tel: 02083108674
Website: www.avantepartnership.org.uk

Date of inspection visit:
26 October 2020

Date of publication:
17 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Weybourne is a residential care home registered to provide accommodation and support with personal care for up to 40 older people. At the time of our inspection, 33 people lived there.

We found the following examples of good practice.

The registered manager ensured that appropriate guidance relating to personal protective equipment (PPE) was followed. Staff had been trained in the correct use of PPE and had access to online refresher training should that be needed. Senior care staff undertook a 'PPE audit' on each shift (three times per day), to ensure any concerns about PPE were addressed as they arose.

People moving into the service, or returning from a stay in hospital or elsewhere, were isolated for 14 days to reduce the risk of infection transmission. If people found isolating difficult, they were provided with staff to support them on a one-to-one basis.

Staff, managers and people who use the service benefitted from participating in a regular regime of testing for coronavirus. At the time of our visit, heightened visitor restrictions were in place. Due to these restrictions, the service limited visits from people's relatives and their loved ones to window visits and video calls. One area of the home had been identified as suitable for indoor visits and plans were in place for refurbishment of this area to facilitate these for when restrictions were loosened. Additionally, plans were being devised for each person who used the service to have one regular named visitor, who would also be tested for coronavirus as part of the regular staff testing programme.

The provider had measures in place to reduce staff movement between services. Weybourne had been assigned 10 staff from the provider's pool of bank care workers to work solely at the home, to fill gaps in the rota due to staff sickness and leave.

In response to the increased risk of infection, the registered manager had introduced an additional cleaning shift each day to ensure more frequent surface cleaning and more regular deep cleaning of all areas within the home. The home was very clean when we visited.

The registered manager had given consideration to the layout of the furniture within the home, to facilitate social distancing. Activities were offered to people more frequently than previously, in smaller groups to ensure people were provided with opportunities for social and mental stimulation.

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?

We were assured that the provider managed infection prevention and control through the coronavirus pandemic.

Inspected but not rated

Weybourne

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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 26 October 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.