

Alexandra Homes (Bristol) Limited

# Alexandra House - Bristol

## Inspection report

250 Wells Road  
Knowle  
Bristol  
BS4 2PN

Tel: 01179778423  
Website: [www.aspergercare.co.uk](http://www.aspergercare.co.uk)

Date of inspection visit:  
30 October 2020

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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

We found the following examples of good practice.

- There had been good forward planning just before the pandemic started. This had meant there had been no shortage at any time of Personal Protective Equipment (PPE). Extra manager audits and checks had been put in place as well to keep a very close eye on quality and safety.
- The registered manager worked a number of extra shifts during the Pandemic. This had helped them identify further areas that could be improved. For example, the standard of décor and overall experience of using the staff sleeping in room .
- When people had been at extreme risk they were supported in creative ways. The service ensured people had their own named staff to offer support for all their needs. This included their meals and social support needs.
- Visitors were booked to see people at a time that suited them and visit times were spaced out. This was to reduce risk from potential infection transmission with other visitors.
- Staff had been well trained at a very early stage of the pandemic. This had really helped them to know and to share with people how to stay safe both in and out of the home.

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?

Inspected but not rated

Inspected but not rated

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## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 30 October 2020 and was announced. 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.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- Our visit gave us assurance that the provider was regularly accessing testing for people living at the home and staff. Everyone in the home was tested for Covid 19 on a regular basis. People and staff were well supported through this process.
- We saw and were assured the provider was promoting and enhancing safety through the way the home was currently set out, as well as by hygiene practices in the premises. For example, signs for everyone to remember to wash their hands.
- We were assured the provider was taking the right actions to minimise the risk to visitors of catching and spreading infections.
- We were assured the provider and team understood and were meeting the required shielding and social distancing rules.
- We were assured the provider had policies in place to ensure they only admitted people safely to the service.
- We were assured the provider was making sure infection outbreaks could be swiftly prevented and well managed.
- We were assured the provider's infection prevention and control policy was up to date. We also saw how staff understood this policy and were following it in the home.
- Through what we saw, our conversations with the registered manager and the audit and checking process we were assured the provider was ensuring PPE was used properly and safely.