

# Voyage 1 Limited

# Quiet Waters

## Inspection report

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18 February 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Quiet Waters provides accommodation and personal care for up to six people with a learning disability. At the time of the inspection, five people were living in the service. The premise is a residential property in keeping with the other houses in the area.

We found the following examples of good practice.

Personal Protective Equipment (PPE) and appropriate handwashing and sanitising facilities were available to staff.

The staff and residents were taking part in regular COVID-19 testing and people's temperatures were taken daily.

The premises were very clean and hygienic. Cleaning schedules were in place, including for touch points.

The registered manager had an emphasis on promoting staff well-being and had carried out risk assessments on all aspects of the service.

Staff had been given training on the wearing of PPE and pictorial guidance was displayed. There were pictorial hand washing signs at sinks for people using the service for people using the service to follow.

People were supported to stay in touch with their families through garden visits, telephone calls and electronic devices.

Activities and one to one support had been increased, and people were still supported to access the community for walks.

## 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**

# Quiet Waters

## **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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 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 Personal Protective Equipment (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.