

Avery Homes Downend Limited

Avon Valley Care Home

Inspection report

Tenniscourt Road
Bristol
BS15 4JW

Tel: 01174288800
Website: www.averyhealthcare.co.uk/care-homes/bristol/bristol/avon-valley

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03 March 2021

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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

Avon Valley Care Home is a care home that provides personal and nursing care for up to 78 people. The service is provided in accommodation over three floors. At the time of the inspection 50 people were receiving care.

We found the following examples of good practice.

All staff used the appropriate Personal Protective Equipment (PPE) in line with current government guidance. Staff changed into and out of their uniform in the workplace to minimise the spread of infection.

Staff had received training on the signs, symptoms and management of COVID-19. Training to don and doff PPE had also been completed by all staff. PPE stations were located throughout the home.

There was an infection control policy and contingency plan in place that had been updated as guidance had changed. We found the home to be clean with regular cleaning taking place throughout the day.

There was a clear process for visitors, which included a temperature check and the wearing of PPE. The environment for visitors followed national guidance for visitors to care homes. A visiting pod had been ordered and was due to be installed. Protective screens were also used to facilitate some pre booked visits in the garden. For people who were receiving end of life care their loved ones were able to visit. They were required to take a lateral flow COVID-19 test with a negative result before entering. Full PPE was also worn. Video and phone calls were utilised to promote people's communication with family and friends. People were able to access tablet devices from the home to partake in video calls.

Social distancing measures were in place to protect people. Lounge chairs were distanced from each other. Dining rooms tables were set with two chairs per table.

The registered manager and staff communicated regularly with family of people living in the home. Regular relative meetings were held virtually. The registered manager told us the virtual meetings worked well with many more family and friends attending than previously held face to face.

All staff had access to the internal employee wellbeing scheme. The management team supported staff with their well-being during the pandemic.

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

Avon Valley 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 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 03 March 2021 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.