

Innovations Wiltshire Limited

# Innovations Wiltshire Limited - 10 The Crescent

## Inspection report

10 The Crescent  
Pewsey  
Wiltshire  
SN9 5DP

Tel: 01672562266

Date of inspection visit:  
24 February 2022

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09 March 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Innovations Wiltshire Limited – 10 The Crescent is a small care home in Pewsey. People have their own rooms and bathrooms and communal areas such as lounge and dining area. There is a garden accessed from the ground floor.

We found the following examples of good practice.

People were supported to test for COVID-19 regularly following the government guidance. The provider had set up a designated testing area for people to visit and carry out their tests safely. Staff were also testing as per the guidance which was prior to each shift.

Staff had access to plenty of personal protective equipment (PPE) and we observed them wearing it safely. There was a designated area for staff to put on and remove their PPE so it could be disposed of safely.

People had been supported to stay in touch with their families through the pandemic using various communication methods. When national guidance permitted people had been able to visit their families in their homes or have families visit them. The registered manager told us they were reviewing visiting arrangements at the time of the inspection due to further changes to national guidance.

The home was clean and there were cleaning schedules in place to make sure high contact areas were cleaned more often. We observed good ventilation in the home and guidance on working safely during COVID-19 was also visible.

The provider had updated their infection prevention and control policy and provided staff with training on working during the pandemic. Any updates or changes to guidance were cascaded to staff using memos and discussed in supervisions and meetings.

People had individual risk assessments in place with risk management plans for staff to follow. Staff checked people's temperatures regularly to identify any early symptoms of COVID-19. Staff knew where to go for guidance on COVID-19 and where to report any positive cases.

The registered manager told us they were proud of how hard staff had worked to keep people safe and occupied over the pandemic. Staff told us they felt safe working at the service and supported with their well-being.

## 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**

# Innovations Wiltshire Limited - 10 The Crescent

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 24 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

### Visiting in care homes

- Visiting had been supported when government guidance allowed. The provider had made sure people could see their families when appropriate. The registered manager told us they were reviewing the visiting policy again due to further changes to guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.