

South Gloucestershire Council

# Alexandra Way Residential Care Home

## Inspection report

3 Alexandra Way  
Thornbury  
Gloucestershire  
BS35 1LA

Tel: 01454866172

Date of inspection visit:  
22 April 2021

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10 May 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Alexandra Way is a care home that provides accommodation and personal care for up to 43 people. The service is provided in accommodation over one floor. At the time of this inspection 25 people were living in the home.

We found the following examples of good practice.

Prior to any visiting people were informed of the procedures they should expect on arrival. People were asked not to visit the service if they displayed any symptoms related to Covid19. Prior to entering they received a lateral flow test (LFT). Everyone provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route. Staff had a new designated changing room and they changed into a clean uniform on arrival for each shift.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained good. The vaccination programme for people and staff had been well received and the registered manager was supporting those staff who were anxious about receiving the vaccine.

When people were admitted to the home, risk assessments were completed, and people self-isolated for 14 days. A unit within the home had been allocated to all new admissions and if a person tested positive to Covid 19. A new internal entrance had been installed to cohort this unit from the rest of the home. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

From the onset of the pandemic staff had put people's best interests at the heart of these difficult times. All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager was very proud of all staff, she recognised and celebrated their efforts and their values as a whole team.

Various visitor arrangements for family were constantly reviewed and supported based on government guidelines. An internal safe pod had been installed. The pod had external access to help reduce entry to other parts of the service and reduce risk. A hearing loop system was installed to provide effective communication between each other. Each person had been individually risk assessed to ensure visits were person centred. This would help ensure their visits were meaningful whilst maintaining their safety, meeting needs and respecting privacy. The registered manager had received thanks and gratitude from family for keeping the people safe and preventing a Covid 19 outbreak.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The

whole team ensured contact and support was maintained through various initiatives. Staff were sensitive to people's feelings including anxiety and sadness. Positive activity provision continued, including celebrating special events. One to one interaction with people had also increased and people had enjoyed this individualised approach.

Clear policies, procedures and contingency plans were in place. Environment and infection control audits were completed, and any actions required were taken to ensure improvements were made.

## 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**

# Alexandra Way Residential 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 April 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.