

A & L Care Homes Limited

Amberley House - Plymouth

Inspection report

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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

Amberley House is a care home that provides accommodation and personal care for up to 42 adults some of whom are living with dementia. At the time of the inspection 40 people were living at the service.

We found the following examples of good practice.

The management team were continuing to support staff to contain the COVID-19 outbreak at the service. Daily oversight and careful management of staffing levels had meant there had been no staff shortages.

Staffing levels were being supported by the services own workforce working additional hours. In recognition of this additional commitment those working additional hours were paid overtime. The registered manager said; "All staff have been brilliant and covered all shifts without the use of agency. This has helped protect people."

The service was following current guidance in relation to visiting in care homes during the current outbreaks of COVID-19. Visits to people in receipt of end of life care were made possible. Visits had been arranged for relatives via the 'Visitor Pod'. The service had closed to visitors at the start of the outbreak, on the advice of the local authority. The visitor's pod had also stayed closed due to lack of staffing to manage the cleaning and supervising of the visitor's pod. This was, the staff and management stated, to keep people as safe as possible. Bookings were now being taken. A relative said; "The only time visiting stopped was this month when they first had the outbreak and this was because the home was short staffed due to staff being off isolating with COVID."

One relative told us they understood the need for the restrictions in place, and were confident staff were taking appropriate steps to manage the outbreak of COVID-19. They said; "Staff have done their utmost to facilitate visiting and keep us informed of any changes to where we will see our relative." They went on to say; "We have been able to visit throughout COVID, sometimes in the pod and sometimes in [person's name] bedroom, depending on the relevant guidance at the time."

We spoke to four people living in the service. One said; "My brother comes to see me twice a week", while another said; "My relatives come to see me, and we sit in the warm." Two others confirmed they had regular visits from family members.

The service was in the process of making one person a designated essential care giver. This is a person who can provide companionship, but also additional care and support. They can visit more often and during periods of COVID-19 outbreak.

The service had a committed staff team who ensured people received care and support in a safe and hygienic environment. People were supported in the service in accordance with national guidance. The staff team supported people and their relatives to understand the policies and procedures surrounding

protection against COVID-19.

Cleaning staff confirmed that cleaning regimes had been changed as a result of COVID, such as regular cleaning of high contact touch points and the cleaning of the visiting pod between each visit.

Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19.

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 - NOT RATED

Inspected but not rated

Amberley House - Plymouth

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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 January 2022 and was unannounced.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.