

Exmouth Care Ltd

Linksway

Inspection report

17 Douglas Avenue
Exmouth
Devon
EX8 2EY

Tel: 01395273677

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13 August 2020

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25 August 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Linksway is a care home registered to provide accommodation and nursing or personal care. Linksway is registered for up to 24 people. The home provides accommodation over two floors, there are lifts to the first floor and bedrooms have en-suite facilities. Communal facilities include specialist bathrooms, lounges, a dining room, quiet social areas and an accessible garden.

We found the following examples of good practice.

The staff were following up to date infection prevention and control guidance to help people to stay safe. The provider organisation kept staff up to date through newsletters and bulletins. The registered manager and senior staff ensured staff understood why every measure was in place and there were regular updates and reminders.

There was an infection control lead. This enabled the housekeeping team and care staff to work effectively together to ensure infection prevention and control measures were followed. Risk assessments and clear cleaning schedules related to Covid were in place and monitored.

The provider provided training to ensure staff knew how to keep people safe during the COVID-19 pandemic. The provider had also ensured staff had access to training about their emotional response to the pandemic and counselling support. The provider clearly valued staff who had been well supported and received a voucher bonus for their continued good work. Staff took pride in maintaining people's safety as much as possible.

Staff supported people to occupy themselves whilst maintaining their safety. Staff were providing additional one to one activities to people in their rooms and visited them frequently. People who preferred to spend their time in communal areas were supported to this whilst maintaining physical distancing. There were many examples of engaging person centred time and monitoring people's wellbeing.

Staff helped people to stay in touch with family and friends through phone and video calls. Visitors could also book appointments to visit people in a safe way.

The registered manager and provider was communicating with people, staff and family members regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

People were protected by systems in place to prevent and control infection.

Inspected but not rated

Linksway

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 13 August and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.