

Voyage 1 Limited

# Winchester Road

## Inspection report

52 Winchester Road  
Four Marks  
Alton  
Hampshire  
GU34 5HR

Tel: 01420564028

Date of inspection visit:  
22 March 2021

Date of publication:  
31 March 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Winchester Road is a residential care home which provides accommodation and support to up to four people with a learning disability and or autism. The home is a domestic style property and people have access to the ground floor which includes the lounge and kitchen areas and bedrooms are on the second floor with the exception of one ground floor bedroom. There is access to shared bathroom facilities where en-suites are not available.

We found the following examples of good practice.

People were supported to understand information about the pandemic using easy read information which was prominently displayed in the service.

Staff were encouraged to review day to day routines and share ideas on how they could reduce possible routes of COVID-19 transmission. For example, the registered manager had implemented staff's idea of creating single visitor sheet sign in pockets which included pens for visitors to keep. These replaced the visitors' book and reduced the number of surfaces people touched.

The provider had robust policies and procedures in place to identify and support both people and staff to reduce the risks of catching COVID-19. These included measures to mitigate the risk of contracting the virus where people/and or staff were identified as clinically extremely vulnerable or required additional support.

Maintaining people's wellbeing had been supported through the introduction and purchase of additional activities to help keep people active and engaged during the national lockdown.

We reviewed information which provided assurances that the provider understood and implemented national guidance to support safe admissions to the service such as testing schedules and isolation.

We observed the home was clean and staff completed regular cleaning activities which were recorded. The provider had a deep clean task list which outlined what cleaning activities were required and when which was overseen by the registered manager.

We observed the provider had implemented and reviewed their visiting guidelines and protocols in line with national guidance to facilitate safe visits for people and their loved ones if they wished. Where face to face visits were not possible, people were encouraged to use alternative communication such as telephone calls and online video calls to keep in contact with people who were important to them.

The provider ensured there was ample supply of appropriate personal protective equipment (PPE), and we observed staff using this in line with national guidance. Staff had also received additional training in the appropriate use of PPE and infection and prevention and control (IPC) in relation to the pandemic.

We reviewed the homes IPC policies and procedures which were regularly updated and included appropriate reference to national guidance and publications. We also noted there was ample signposting and consideration to appropriate service specific best practice guidance for people with a learning disability and or autism to promote good quality care and risk management during the pandemic.

People and staff were supported appropriately to have access to regular testing in line with national guidelines. Staff and people were also encouraged to participate in the national COVID-19 vaccination programme.

## 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**

# Winchester Road

## **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 22 March 2021 with a site visit and was announced. We completed a virtual follow up review of information with the registered manager on 24 March 2021.

# 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.