

## Community Care Solutions Limited

# Elliot Avenue

### Inspection report

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07 April 2021

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### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### Service type

Elliot Avenue is a two storey residential care home and is able to provide accommodation and personal care for up to six people living with autism and learning difficulties. At the time of our inspection there were four people living there in one adapted building.

We found the following examples of good practice.

Staff had regular and effective infection prevention and control (IPC) training. This helped support good practises including putting on, taking off and disposing of PPE correctly. There were processes and checks in place to help reduce risks of infections for people and staff and visitors not subject to regular COVID-19 testing, including health questionnaires and temperature checks.

There were enough staff who could work in separate groups known as a cohort. Only these staff would care for people who needed to isolate to avoid the risk of cross contamination. Frequently touched items such as handrails, light switches and furniture were cleaned using appropriate disinfectants.

The registered manager adhered to IPC guidance by ensuring people who had a need to attend healthcare appointments were safely readmitted to the service. This included isolating away from other people. Items such as bedding and clothing was laundered separately and people were supported to avoid contact with other people until it was safe to do so.

The provider's policies and audits promoted a safety culture where all staff and people using the service had been vaccinated. Audits of IPC practice ensured the cleaning and disinfection programme was effective with attention to detail in ensuring the home and vehicles used by people were kept clean and tidy.

Staff helped support visits to people in a safe way. Other means of staying in touch with relatives and friends included, visiting relatives at home, frequent telephone calls, social media and e-mails. Risks to people or staff at increased risk were managed well to help ensure they stayed safer.

## 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**

# Elliot Avenue

## **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 07 April 2021 and was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

# 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.