

Ave Maria Care Ltd

Ave Maria Care Services

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

About the service

Ave Maria Care Services is a home care agency providing personal care to 61 people aged 65 and over at the time of the inspection.

People's experience of using this service and what we found

We received concerns about how staff were preventing the spread of COVID-19 when supporting people in their homes. We found the provider had not introduced regular COVID-19 testing for staff. We have made a recommendation about this.

We found that people were protected from the risk of acquiring infections. Staff had access to Personal Protective Equipment (PPE) and wore this in line with national guidance.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good. (Report published 15 August 2018)

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection control. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Ave Maria Care Services

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about infection control practices in relation to COVID-19.

Inspection team

The inspection was carried out by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We used all of this information to plan our inspection.

During the inspection-

We spoke with the Registered Manager. We reviewed a range of records. This included three people's care records and variety of records relating to infection control, including policies and procedures

After the inspection –

We spoke on the telephone to six people who receive care from the service and six members of staff. We received additional information via email from the Nominated Individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed additional records relating to infection control.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- The provider was not accessing regular testing for staff. The nominated individual provided us with their rationale for this decision but advised where staff displayed symptoms of COVID-19 or are informed to isolate by NHS Track and Trace they would support staff to access testing.

We recommend the provider finds out more about accessing regular testing for staff, based on current best practice in relation to COVID-19.

- We were assured that the provider was using PPE effectively and safely. People told us that staff always wore masks, aprons and gloves when supporting them. One person told us, "They [staff] always have the stuff on and they keep it on the whole time. They definitely do handwashing when they are here." Staff told us they had access to sufficient amounts of PPE and had received additional training in how to safely apply and dispose of this. One staff member said, "We had some training on COVID-19 a few weeks ago and that included how to apply our PPE".

- We were assured that the provider's infection prevention and control policy was reviewed regularly and reflected measures to keep people safe in relation to COVID-19. There were systems in place to ensure staff were following guidance in relation to infection control including staff observations and monthly COVID-19 audits. One staff member confirmed this and told us, "I have had it happen where I got spot checked to see if I was wearing enough PPE."