

# Chessel Support Services Ltd

## Chessel Avenue

### Inspection report

1 Chessel Avenue  
Bitterne  
Southampton  
Hampshire  
SO19 4DY

Tel: 02380435999  
Website: [www.chesselavenue.co.uk](http://www.chesselavenue.co.uk)

Date of inspection visit:  
22 February 2022

Date of publication:  
28 March 2022

### Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

# Summary of findings

## Overall summary

Chessel Avenue is a Care Home for people with mental health needs, learning disabilities and/or autism. At the time of the inspection there were five people living at the home. The home is an adapted building with bedrooms, shared living spaces and a garden for people.

We found the following examples of good practice.

The home had considered people's individual risks related to COVID-19 and had supported them to understand how to keep themselves safe in the home and in their community. The manager had a good understanding of capacity and helping people make decisions related to COVID-19, such as testing and vaccination.

The service had adapted activities for people to take place in the home during periods where their usual activities were affected by restrictions due to the pandemic, or where people didn't feel comfortable due to risks associated with COVID-19.

The service had supported staff through wellbeing initiatives. Staff had good training in place and the senior staff participated in local infection control meetings to ensure they got up to date information on managing risks.

## 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**

# Chessel 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 22 February 2021 and was announced. We gave the service three hours' notice of the inspection.

# 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.

### Visiting in Care Homes

- The service ensured people could have visits from loved ones, or visit them outside the home safely and in line with published guidance. People had tablet devices and staff helped them keep in touch with people who were important to them.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.