

Essential Care & Support Ltd

# Abbeyvale Care Centre

## Inspection report

Laidler Close  
Blackhall Colliery  
Hartlepool  
Cleveland  
TS27 4QP

Tel: 01915869358

Date of inspection visit:  
20 October 2020

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03 November 2020

## Ratings

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

## Overall summary

Abbeyvale Care Centre is a residential care home which can provide personal care for up to 42 people. The home accommodates people in one adapted building across two floors. The home specialises in providing care to people living with a dementia type illness and mental health conditions. At the time of this inspection there were 36 people living at the service.

We found the following examples of good practice.

- ☐ The home was following good practice to prevent staff and visitors from catching and spreading infections. The service had installed thermal imaging cameras (cameras that can detect changes in body temperature) at entrances to check everyone's temperatures on arrival and while they were in certain parts of the home. Visitors to the home were asked to complete a checklist and declare they were not experiencing any of the potential symptoms of COVID-19.
- ☐ Staff had undertaken training which included putting on and taking off PPE, hand hygiene and other COVID-19 related training. Additional cleaning of all areas and frequent touch surfaces was being carried out. Where people needed to be isolated additional procedures were in place, such as the use of disposal crockery, to reduce the risk and the spread of infection.
- ☐ Staff had support from the registered manager and the wider organisation. Staff had access to a support-line if they had any anxieties about working during the COVID-19 pandemic. The provider recognised the contribution staff made during the pandemic, for example, the registered manager had received gift bags of sweets which were given to the staff as a thank you.
- ☐ Infection control audits and checks were carried out. The registered manager was continually reviewing and improving the checks being made to ensure good practice guidance was followed.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

### Inspected but not rated

We were assured the service were following safe infection prevention and control procedures to keep people safe.

# Abbeyvale Care Centre

## **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 20 October 2020 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.