

Voyage 1 Limited

West Road

Inspection report

2 West Road
Hedge end
Southampton
Hampshire
SO30 4BD

Tel: 02380470557

Date of inspection visit:
21 February 2022

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04 March 2022

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

West Road is a residential care home providing personal care to up to four people. The service provides support to people who have learning disabilities and / or autism. At the time of our inspection there were three people using the service.

We found the following examples of good practice.

The provider had robust procedures to follow before accessing the premises. We were asked for and provided proof of vaccination, evidence of a negative lateral flow device, LFD, test taken the day of the inspection and to complete a COVID-19 questionnaire about our health and whether we had contact with people who had a positive COVID-19 status.

The premises were very clean. The kitchen had been replaced within the past two years and still looked new. It had easy to clean surfaces and flooring, and was uncluttered making maintaining hygiene easier.

People's rooms were clean and tidy and they participated in cleaning tasks such as vacuuming and putting the rubbish out.

The provider supported people to be active participants in the life of the home and had plans to work with one person and support them to become a COVID-19 champion. They would have some responsibility with staff support, for example, ensuring that checks and tests were completed using an appropriate recording system. They had already worked with staff to complete fire alarm checks, water temperatures and checking first aid kits.

The provider had good communication systems and through their quality team had appointed specific leads for COVID-19 who ensured they were current with all guidance and procedures. These staff were available for services to answer questions about the pandemic and what actions were needed in different scenarios.

Staff at the service had worked hard with people to ensure their safety from COVID-19. Social stories had been used with people to ensure they had an understanding of why things had changed such as community participation, and why they and staff had to wear face masks and other personal protective equipment.

Staff enabled both colleagues and people using the service to effectively wash hands. They sourced a UV lamp and dye and supported people to check how well they washed their hands and to improve their technique.

There were numerous posters around the service reminding people of guidelines around social distancing, handwashing and other important aspects of practice. There was also a checklist completed three times daily to indicate that frequently touched points including door handles, toilets, chair arms and phones were

sanitised.

We were assured that this service met good infection prevention and control guidelines.

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

Further information is in the detailed findings below.

Inspected but not rated

West 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 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 21 February 2022 and was announced. We gave the service 30 minutes 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

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.

- Visits took place in line with current government guidance. There were clear systems in place on arrival to ensure all necessary checks were made and recorded and that only visitors who were fully vaccinated, had a negative LFD test, no COVID-19 symptoms and a temperature below 37.8° Celsius.
- Visitors signed in and completed a comprehensive questionnaire covering possible contacts with COVID-19 positive persons, symptoms and whether you had been contacted by the NHS Track and Trace service.
- 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.