

Florence Avenue Care Home Limited

43 Florence Avenue

Inspection report

43 Florence Avenue
Morden
Surrey
SM4 6EX

Tel: 02086465921

Date of inspection visit:
14 February 2022

Date of publication:
01 March 2022

Ratings

Overall rating for this service

Good 

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

43 Florence Avenue is a residential care home accommodating up to eight people, with mental health conditions and learning disabilities. There were 7 people living there when we visited.

We found the following examples of good practice.

Systems in place ensured only those who could demonstrate their vaccination status, returned a negative lateral flow test and had their temperature checked had access to the service. A designated area for visitors had been identified to minimise the spread of infection.

PPE stations were available in high traffic areas and the provider ensured there was an adequate stock of PPE. Staff had received training to ensure PPE was worn correctly and had designated areas to don and doff PPE safely.

Cleaning schedules were followed with extra attention for high touch point areas.

There were systems in place to ensure people who tested positive for COVID-19, were supported to minimise contact with others.

The service had policies and procedures to manage any risks associated with the COVID-19 pandemic. The registered manager knew where to get advice regarding an outbreak and what their role and responsibilities were.

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

43 Florence 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 14 February 2022 and was announced. We gave the service short 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 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.
- The provider followed government guidance in relation to visiting arrangements. Designated testing areas were used to ensure visitor screening checks were undertaken prior to visitors entering the home. This meant people were able to maintain relationships with people that 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.