

Mr & Mrs R C Northover

Abbey Retirement Home

Inspection report

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Date of inspection visit:
16 February 2022

Date of publication:
18 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

Abbey Retirement Home is a residential care home providing accommodation and personal care to 14 people aged 65 and over at the time of the inspection. The care home accommodates up to 15 people in one adapted building across two floors.

We found the following examples of good practice.

The home was clean and hygienic. Staff completed enhanced cleaning of frequently touched surfaces, which helped to promote good infection control. The provider had recently replaced carpet in communal areas with vinyl flooring. The registered manager told us this helped promote good hygiene as it was easier to keep clean.

The home had a suitable system in place to support relatives and friends to visit people living in the home during the COVID-19 pandemic. We received very positive feedback from a relative about the steps the registered manager had taken to facilitate visits and promote their family members safety throughout the course of the pandemic.

The provider had put measures in place to minimise the impact of workforce challenges related to the Covid-19 pandemic. The registered manager reported that workforce pressures did not impact on the quality of care people received. The provider had recognised staff's dedication and commitment throughout the pandemic with additional rewards and recognition schemes linked to their positive working practices.

There was a good supply of personal protective equipment (PPE) available. We observed staff wearing appropriate PPE in the correct way.

Tests for COVID-19 were being carried out in line with government guidance, for both staff and people living in the home.

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

Abbey Retirement Home

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 16 February 2022 and was announced. We gave the service 24 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 provider was facilitating visits for people living in the home in accordance with the current guidance.

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.