

Westcare (Somerset) Ltd

# Avalon Court Residential Home

## Inspection report

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Date of inspection visit:  
26 January 2021

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23 March 2021

## 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

Avalon Court Residential Home provides accommodation with nursing and personal care. The service is registered for up to 16 people. At the time of this inspection there were 12 people living at the home. The ground floor accommodates a dining room, lounge, kitchen, and bedrooms. There is access to outside space. All floors are accessible via stairs and a chair lift.

We found the following examples of good practice.

The provider had not had an outbreak of coronavirus within in the home. At the time of the inspection all residents and staff had tested negative.

When staff came on shift, they were expected to record their temperatures and sanitize their hands before entering the building. Staff changed into their uniform in the staff toilet near the front entrance and put on their personal protective equipment, (PPE). Staff stored their belongings in bags to reduce any risk of cross infection.

Staff had received training in infection control, including how to safely put on and take off PPE such as gloves, aprons, and face coverings. The registered manager and provider carried out regular observations to check on good practice.

We saw staff wearing appropriate PPE and they described changing their PPE when moving from room to room. Due to the recent outbreak the provider had stopped all visitors coming into the home to reduce the risk of the virus entering the home. Family members were however able to visit if people were approaching the end of their lives. Staff supported people to have telephone calls and video calls with family members.

We reviewed the provider's visitor policy procedures were in place for any visitors visiting the home to wash their hands, wear PPE and maintain social distancing.

The registered manager told us they could divide the home up into zones if needed should there be an outbreak of coronavirus. Regular testing was carried out, weekly for staff and monthly for people living in the home, this was in line with coronavirus testing guidance.

One person had recently been admitted. They were tested on admission and supported to isolate in their room for 10 days.

## 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**

# Avalon Court Residential 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 January 2021 and was announced.

# 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 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 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.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
  - The laundry had poor floor covering which meant these surfaces could not be thoroughly cleaned and there was a risk of infection from bacteria getting lodged on the uncovered area. The provider told us they would replace this.
  - Clinical waste bins were in place but one was not foot operated. The provider arranged for this bin to be immediately replaced.