

Walsingham Support

# Walsingham Support - 19 Beech Avenue

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

19 Beech Avenue is a care home for up to six adults living with a learning disability and a physical disability. The home is a bungalow with single, ensuite bedrooms and suitable shared areas. There were five people in residence when we visited.

We found the following examples of good practice.

The registered manager had ensured only essential visitors came into the home. Relatives had chosen not to visit due to risk but had kept in contact through telephone calls, Skype and other electronic means. Suitable arrangements were in place to allow visiting to re-start when appropriate.

People had stayed in good health throughout the lockdown and were well cared for and comfortable when we inspected. People had been suitably shielded during this time and any health matters discussed with the primary medical teams. Community nurses had made essential visits to ensure people stayed well.

There had been no cases of Covid 19 in the service user or staff groups. Routine testing was in place. Service users and staff had daily checks on their temperature. One staff member was the 'champion' for infection control and had a wealth of knowledge about good practice. Staff told us they were very careful to maintain social distancing inside and outside the home. We were impressed with their commitment to, "Keeping our ladies as safe as possible".

Suitable attention was paid to the use of PPE and good hand hygiene routines were seen. Rigorous cleaning schedules, using appropriate chemicals, were in place. Laundering of personal clothing and household linens was done at the correct temperature and any contaminated linens cleaned separately.

Walsingham had a contingency plan for any potential outbreaks of Covid 19. The registered manager had a local plan for any possible outbreaks or emergencies. The staff team discussed how they would manage things like barrier nursing, isolation, admissions and readmissions from hospital. There had been no need to implement any of these plans but the registered manager was alert to any possible problems and had kept risk assessment and risk management up to date and was aware the threat of Covid 19 was still present.

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?**

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

**Inspected but not rated**

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## **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 19th August 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 could admit 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.