

Tricuro Ltd

Avon View

Inspection report

Loring Road
Christchurch
Dorset
BH23 2GZ

Tel: 01202485170

Date of inspection visit:
11 January 2022

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04 February 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

Avon View is a residential care home providing personal and nursing care to older people, some who are living with a dementia. The service can support up to 81 people. Accommodation is provided over three floors; rooms are single occupancy and have en-suite facilities. Communal areas on each floor includes specialist bathrooms, lounges and dining areas with kitchenettes. There are also secure outside communal areas.

We found the following examples of good practice.

People were cared for by staff trained in safe infection, prevention and control, (IPC), practices who had their competencies regularly checked. Personal protective equipment, (PPE), such as gloves, aprons and masks, was in good supply and used in line with government guidance.

People living at Avon View, and the staff team, were fully engaged in both the COVID-19 vaccine and testing programmes. Consent for testing and vaccinations had been obtained from people. Where appropriate best interest decisions had been made for people who lacked mental capacity ensuring their legal rights were upheld. The provider had included COVID-19 boosters and flu vaccinations as a mandatory requirement for staff.

People were able to nominate a family member or friend as an essential care giver and they had been included in the home weekly testing programme. We observed an essential care giver arriving and being provided and using PPE appropriately. People also had three additional nominated visitors who were able to enter the home for visits. At the time of our visit the home was in outbreak status and being supported by the local health authority. In line with government guidance this meant only essential care givers were able to visit until the current outbreak was over. Other arrangements were in place to help people keep in touch with families such as video link calls which staff were supporting people to do on a regular basis.

Family, friends and professionals visiting the service were required to carry out a rapid lateral flow test on the day and were issued appropriate PPE. Professionals and contractors were also required to evidence they had been vaccinated or had an exemption.

Risks assessments had been completed for outings away from the home, people receiving visitors and admissions. Risk assessments demonstrated that government requirements were being met whilst ensuring people's rights and freedoms were upheld.

The premises and equipment were visibly clean and in good order. We observed housekeeping staff cleaning touch points around the home.

Policies and procedures were in line with current government guidance and used to inform staff, people and their families. Governance arrangements ensured that IPC policies and procedures were met.

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

Avon View

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 11 January 2022 and was announced. We gave the service one days' 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.
- We were assured 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.