

Avenues South

Palmer Crescent

Inspection report

1 Palmer Crescent
Ottershaw
Surrey
KT16 0HE

Tel: 01932874478

Website: www.welmede.org.uk

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28 January 2022

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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

Palmer Crescent provides accommodation and personal care for up to 18 adults with a learning disability. Accommodation is provided in three six-bedroom bungalows. There were 12 people living at the service at the time of our inspection.

We found the following examples of good practice:

There were enough staff to meet people's needs and the provider had contingency plans to cover unexpected staff absences, such as those due to isolation because of COVID-19.

There were a number of staff vacancies at the time of our inspection which meant agency and bank staff were used regularly. The registered manager had minimised the impact of this on people's care by using regular bank and agency staff and ensuring they worked alongside permanent staff to understand people's needs.

People who lived at the home were supported to access testing for COVID-19 and to have their COVID-19 vaccinations. Best interests procedures had been followed where people lacked the capacity to give informed consent to these interventions. People who had contracted COVID-19 during the pandemic had been supported to self-isolate in their bedrooms.

Staff had weekly PCR tests and a LFD test every day they worked. An assistant service manager (ASM) maintained a testing tracker for staff. Only staff who had been fully vaccinated against COVID-19 were permitted to work at the home. Staff who contracted COVID-19 during the pandemic did not return to work until they had completed an appropriate period of self-isolation.

The service enabled visiting to take place safely. Visitors were required to answer COVID-19 screening questions, have their temperature taken and provide evidence of a negative LFD test. Professional visitors also had to demonstrate their COVID-19 vaccination status.

Visits were planned to ensure there were never multiple visitors in the home simultaneously. When visiting had not been possible during the pandemic, staff had supported people to keep in touch with their families and ensured people's relatives were kept up to date about their family member's well-being.

The premises were clean and hygienic. The registered manager said additional cleaning had been implemented, including cleaning of frequently-touched areas on each of the three shifts a day. Standards of IPC were checked and monitored. One member of staff had been appointed as IPC champion and taken on monthly IPC audits. Staff had access to the PPE they needed and had attended training in its use.

Staff had supported people to access healthcare services if they needed them. The registered manager said the service had received good support from the local health centre during the pandemic, which enabled

people to access any care and treatment they needed.

The registered manager said they had received good support from the provider during the pandemic, including regular updates on government guidance when this changed frequently. The provider had a contingency plan which includes measures to manage any further COVID-19 outbreaks.

Risk assessments had been carried out to identify and manage any risks to people who lived at the service and staff posed by COVID-19.

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

Palmer Crescent

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 28 January 2022 and was announced. We gave the service two 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 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.