

Endeavour Residential Services Ltd

Endeavour Residential Home

Inspection report

Chudleigh Road
Alphington
Exeter
Devon
EX2 8TS

Tel: 01392250148

Website: www.endeavourcarehome.co.uk

Date of inspection visit:
11 February 2022

Date of publication:
14 June 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Endeavour Residential Home provides accommodation to a maximum of 20 people who require support with personal care. At the time of this inspection there were 20 people living there.

We found the following examples of good practice.

Although Endeavour is a small home, people were able to use various areas which meant they could be spread out using the television room, activity/dining room and lounge. There was a sense of space due to the large windows out to the courtyard. People were able to maintain their friendship groups and one group showed us how they had made knitted mobility frame bags for other people at the home during the pandemic. Activities had continued to take place throughout the pandemic and the spacious dining room had socially distanced dining tables. This arrangement allowed people to maintain their friendships and contacts within the home, while minimising the spread of infection. There was a Covid 19 contingency plan which supported effective 'zoning' and alternative use of the activity/dining room in the event of a person showing symptoms of Covid 19 or testing positive.

The service ensured people could continue to receive visitors in line with government guidance. There was a clear process, including a health questionnaire and testing regime in place for visitors, with personal protective equipment (PPE) provided. A dedicated visiting pod had been purchased accessed from outside with a dividing perspex screen and microphone system. People were also starting to book visits in peoples' rooms with visitors accessing rooms through entrances nearest the room. External visiting took place in the garden if required.

Visits were supported for people at the end of their lives. People were able to become essential care givers if they wished, who followed the same testing regime as staff. There had been good communication between the home and families to ensure they knew what was happening throughout the pandemic and to offer reassurance. People and families had been consulted about moving rooms to ensure visitors to those at the end of their lives were able to visit without entering the main communal spaces.

Staff received ongoing training in infection control and staff had received training regularly from various sources to ensure they were up to date.

Staff were seen to wear PPE throughout the inspection. They frequently used hand sanitiser, available via wall dispensers throughout the home. Five people told us how safe and happy they felt living at Endeavour Residential Home. They said they were all looking forward to seeing staff without masks one day and they felt staff had been 'wonderful' in keeping them safe. People spoke highly of the effectiveness and professionalism of the staff team with one person asking for their positive praise to be noted in the residents' meeting minutes.

There was an extensive cleaning schedule, with regular spot checks and audits. This ensured cleaning was

completed to a high standard.

The registered manager reported good support from the provider who had visited and praised the staff. Staff felt well supported with their wellbeing, for example the registered manager had ensured their shift pattern was kept shorter and that they received treats and praise. There were regular staff meetings and a secure web communication page. The staff team had remained stable and worked very well together.

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

Endeavour 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 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 February 2022 and was announced. We gave the service 48 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 promoted visiting in line with government guidance. This meant people were able to maintain contact with the important people in their lives as far as possible. There was a clear process to ensure visits could happen safely, including a health questionnaire and testing regime in place for visitors, with personal protective equipment (PPE) provided. A dedicated visiting pod had been purchased accessed from outside with a dividing perspex screen and microphone system. People were also starting to book visits in peoples' rooms with visitors accessing rooms through entrances nearest the room. External visiting took place in the garden if required.
- There was a booking system (not necessary for people at end of life), arrangements for testing on arrival and personal protective equipment (PPE) provided.
- The service supported people to continue to enjoy a wide variety of activities and the home was very

cheerful with displays of all the arts and crafts people had made during the pandemic.

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.