

Accord Housing Association Limited

# Accord Housing Association Limited - 1a West Avenue

## Inspection report

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Date of inspection visit:  
06 November 2020

Date of publication:  
19 November 2020

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

1a West Avenue is a care home for up to three people with learning disabilities and autism. Three people lived at the home during our visit.

We found the following examples of good practice.

- Visitors completed a Covid - 19 Health questionnaire prior to their arrival at the home. On arrival the visitor's temperature was recorded to ensure their visit could take place safely in line with current guidance.
- Being unable to see their family members during the pandemic had caused people to feel anxious. Staff used creative ways to reduce people's levels of anxiety. For example, staff had sprayed one person's relatives' perfume onto a scarf. The familiar scent provided the person with comfort.
- The registered manager spoke with people's family members each week to keep them up to date on their relative's wellbeing.
- Furniture in communal areas had been rearranged. That meant people could socially distance to keep themselves and others safe during the pandemic. A 'visiting pod' had been purchased to facilitate safe visits in line with current guidance.
- The provider had implemented a system to share information called 'better together' which encouraged and shared positive news stories across the organisation.
- Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance with the providers infection control policy.

## 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.

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.

This inspection took place on 06 November 2020 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 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.