

Mrs P Barnard

Royal Avenue

Inspection report

77-83 Royal Avenue
Lowestoft
Suffolk
NR32 4HJ

Tel: 01502572057

Date of inspection visit:
03 February 2022

Date of publication:
28 March 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Royal Avenue is a service providing accommodation and personal care to a maximum of 23 people with a learning disability.

We found the following examples of good practice.

There was a process in place to screen visitors for COVID-19. This included temperature checks, conducting lateral flow tests and asking people to fill in a questionnaire which could identify if they had any additional risk factors.

The service was clean and there were processes in place to ensure regular cleaning of touch points.

The service had benefitted from refurbishment with new fixtures and fittings which were easier to clean effectively. This included replacement of flooring, bathroom and toilet facilities.

The manager took the lead in ensuring staff followed the procedures they had in place to reduce the risk of the spread of COVID-19. They carried out audits and checks on staff practice to identify areas for improvement.

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

Royal Avenue

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 3 February 2022 and was unannounced.

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 service was following current government guidelines in relation to visiting. People were enabled to have visitors and the service supported people to keep in touch with those important to them. The service had created an area in the service for the purposes of visiting to reduce the risk of the spread of COVID-19. They had installed a handwash sink in this area and had enhanced cleaning in place.

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.