

Avante Care and Support Limited

Northbourne Court

Inspection report

Harland Avenue
Sidcup
Kent
DA15 7NU

Tel: 02082699840
Website: www.avantepartnership.org.uk

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09 March 2021

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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

Northbourne Court is a residential care home that provides accommodation for up to 120 older people, some living with dementia. At the time of this inspection 101 people were using the service.

We found the following examples of good practice:

Arrangements were in place for relatives to visit people at the home safely. All visitors, including health and social care professionals were screened for symptoms of Covid 19 before being allowed to enter the home. They were supported to follow national guidance on wearing personal protective equipment (PPE) and social distancing. There were two purpose built visiting pods in the garden and a visiting room on the ground floor with access through a separate entrance. The pods and visiting room was cleaned between visits.

The layout of the premises and use of space promoted safety and good hygiene practice. Where people at risk of falls were isolated, one to one staffing was in place to reduce the risk of them falling. The manager and staff were working with the local authority's complex falls teams on analysing and reducing falls at the home. The home was clean and hygienic throughout and was following government guidance in relation to infection prevention and control.

The provider had appropriate arrangements in place for testing people using the service and staff for Covid 19 and was following government guidance on testing. We observed staff wearing appropriate PPE and socially distancing during our visit. The provider ensured all staff had received training on Covid 19, infection control and the use of PPE. Covid 19 risk assessments were carried out with Black Asian and Minority Ethnic (BAME) staff to ensure they could work safely at the home.

The home had business continuity and Covid 19 contingency plans in place that made provisions for safe care in the event of an emergency, or outbreak of Covid 19. The registered manager and staff worked closely with health and social care professionals to provide good care outcomes for people using the service. The registered manager told us they felt well supported by staff, the deputy managers and the senior management team. They took part in the providers weekly managers meetings where Covid 19 and any lessons learned were regularly discussed.

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

Northbourne Court

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 March 2021 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.