

Avery Homes WSM Limited

Acer House Care Home

Inspection report

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Date of inspection visit:
16 November 2020

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25 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Acer House is registered to provide care for up to 60 older men or women, they do not carry out nursing care. Acer House is a three-storey building which has accommodation on the ground floor for people with general care needs (Milton) and on the first floor for people with dementia (Ashcombe). There is an internal courtyard garden which is secure.

The provider had an outbreak of Corona virus within in the home. At the time of the inspection the outbreak had reduced significantly, and we were assured the provider was keeping people safe. We found the following examples of good practice.

Staff had received training in infection control, including how to safely put on and take off personal protective equipment (PPE) such as gloves, aprons, and face coverings. One staff member told us, "At each handover we do a mini session on how to put PPE on and take it off and how to wash hands". We saw staff wearing appropriate PPE and changing their PPE when moving from room to room.

Due to the recent outbreak the provider had stopped all visitors coming into the home, this was to help contain the virus. One staff member told us, "It was (person's name) birthday recently, we encouraged relatives to meet them at the entrance porch, we supported (person's name) to the porch and the relatives sang happy birthday to them through the glass". Another staff member told us, "We support people to use phones and other technology to keep in touch".

Once the outbreak is cleared, staff told us visitors entering the home will have to complete a declaration that included recording their temperatures, visitors were also asked to wash their hands. Staff would record their temperatures and gel their hands before entering the building when they came on shift and went to a dedicated room where they would change their clothing before going to their allocated floor, this is where they would remain for the duration of the shift.

The home was split into three floors and staff could isolate each floor, but it was difficult to use a zoning system, where people could be isolated, on the first floor because of the complex needs of people living in the home. The registered manager told us, "People on the ground floor were happy to self-isolate and staff encourage people on the first floor as much as possible." Adding, "We encourage regular hand washing and implemented additional cleaning methods, that included fogging areas with a disinfectant, on a daily basis.

The registered manager had regular contact with Public Health England and the local commissioning team to monitor the outbreak. The registered manager told us, "They are happy with the way we are managing the outbreak".

The provider was not admitting people to the home currently because of the outbreak. The registered manager told us they have do have vacancies but no one would be admitted without a negative test first. The registered manager ensured regular testing was carried out, weekly for staff and monthly for people

living in the home. Staff we spoke with were confident and knowledgeable about how to protect people from the risk of infection and the environment was clean and well kept.

Further information is in the detailed findings below.S5□How well are people protected by the prevention and control of infection?

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Inspected but not rated

Acer House Care 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.

We received information of concern about infection control and prevention measures at this service. The provider had an outbreak of Coronavirus. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 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.