

Silvermead Plymouth Ltd

Silvermead Residential Home

Inspection report

262 Fort Austin Avenue
Plymouth
Devon
PL6 5SS

Tel: 01752709757

Website: www.silvermeadplymouth.co.uk

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17 December 2020

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Ratings

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

Overall summary

Silvermead Residential Home, hereafter referred to as Silvermead, is a residential care home that provides personal care and support for up to 13 people with a learning disability, autism or who have complex needs associated with their mental health. At the time of the inspection there were 9 people living at the service.

Staff confirmed they had received additional training in infection prevention and control and the use of PPE including masks, gloves, aprons and hand sanitiser. However, this information was not clearly evidenced within the home's training records or within staff files. This meant you could not be assured which member of staff attended which training session.

It was not evident from our observations that seating arrangements in the lounge or dining room enabled people to socially distance, in line with Public Health England's current Covid 19 guidelines.

The manager gave us assurance that individual risk assessments had been completed to identify staff who might be at higher risk or in a clinically vulnerable group because of their individual health needs. However, these could not be found at the time of the inspection.

Information regarding Covid 19 was available within the home for both staff and people in an easy read format. However, we found the provision of signage within the service could be enhanced. For example, information regarding hand washing could be in bathrooms/toilets and information regarding donning and doffing could be in the donning and doffing designated area.

We found the following examples of good practice.

Systems were in place to help manage the risks and prevent the spread of COVID-19.

Visitors to the service had been restricted. There was a clear system in place for visitors to ensure they followed the current guidance on the use of personal protective equipment (PPE) and social distancing.

Staff provided instructions on arrival at the service to ensure visitors understood the infection prevention and control protocols they needed to follow to keep people safe.

Visitors to the service were asked to wear PPE, have their temperature checked, wash their hands and complete a health declaration questionnaire before they would be allowed to enter the main part of the building.

There were sufficient stocks of PPE available and staff were seen to be wearing PPE appropriately.

People and staff took part in regular COVID-19 "whole home" testing. People and staff who tested positive followed national guidance and self-isolated for the required amount of time.

Cleaning schedules and procedures had been enhanced to include more frequent cleaning of touch points such as handrails and light switches.

We were assured this service met good infection prevention and control guidelines.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Silvermead 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.

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

This inspection took place on 17 December 2020 and was unannounced.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of infection?

- We were not fully assured that the provider was meeting shielding and social distancing rules. It was not evident from our observations that seating arrangements in the lounge or dining room enabled people to socially distance whilst in communal areas of the service and maintain the minimum distance from each other when sitting down, in line with Public Health England's current Covid 19 guidelines (Covid 19: How to work safely in care homes.gov.uk).

We recommend the provider undertakes a review to ensure they are meeting best practice guidance in relation to social distancing.

- We could not be fully assured that staff had been provided with additional training in relation to infection prevention and control. Staff confirmed they had received additional training in infection prevention and control and the use of PPE including masks, gloves, aprons and hand sanitiser. Certificates of attendance were displayed within the office. However, this information was not clearly evidenced within the home's training records or within staffs' files. This meant you could not identify which members of staff had attended which training session.
- We could not be fully assured that the provider had fully assessed risks in relation to staff who might be at higher risk or identify which staff might be in a clinically vulnerable group because of their individual health needs. The manager gave us assurance that individual risk assessments had been completed. However, these records could not be found at the time of the inspection.
- Information regarding Covid 19 was available within the home for both staff and people in an easy read format. However, we found the provision of signage within the service could be enhanced. For example, information regarding hand washing could be in bathrooms/ toilets and information regarding donning and doffing could be in the donning and doffing designated area.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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 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.

We have signposted and advised the provider of areas of improvement to develop their approach in relation to social distancing, staff training, signage and record keeping