

TLC CARE HOMES BLAMSTERS RESIDENTIAL LIMITED

18 Acorn Avenue

Inspection report

18 Acorn Avenue
Halstead
CO9 1LQ

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Date of inspection visit:
26 January 2021

Date of publication:
05 March 2021

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

Acorn Avenue provides accommodation and personal care for up to three people with a learning disability. At the time of the inspection, two people were living in the service. The premises is a residential property in keeping with the houses in the area.

We found the following examples of good practice.

The registered manager was following the government's guidance on whole home testing for people and staff. This included weekly testing and rapid testing for staff. Staff encouraged people to have their test by having a special chair and biscuits to follow which has helped them to agree to having them; they are now used to having them. All staff have received their first Covid-19 vaccination.

Staff had received training on the use of personal protective equipment (PPE) and infection control practices and processes were in place to minimise the spread of infection. There was an adequate supply of PPE.

Staff worked in teams with arranged shift patterns to reduce footfall. Increased cleaning regimes had been introduced including hard surface contact cleaning hourly.

The service had one vacancy but a decision had been made not to admit at this time. The vacant bedroom will be used as part of contingency plan if the need arose for staff to stay over.

People were used to a full activity agenda and going out. New strategies had been introduced to help reduce people's anxieties and fill their days. For example on Wednesdays they baked scones and had a tea party with hot chocolate in branded cups from a well known coffee shop. Clock charts identified daily individual activities of choice including going out for regular short walks and as a behaviour strategy, a drive out in the car.

The provider was supporting staff well being including the offer of a free ten session counselling service if required.

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

18 Acorn 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 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 26 January 2021 and was unannounced.

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 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 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.