

The Regard Partnership Limited

23 Valley Road

Inspection report

23 Valley Road
Totton
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Hampshire
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18 December 2020

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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

23 Valley Road accommodates five people with a learning disability or autistic spectrum disorder and other associated mental health conditions in one adapted building.

People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided. The service is purpose built to provide specialist accommodation and rehabilitation facilities for those with acquired brain injury and associated neurological conditions.

We found the following examples of good practice.

On arrival at the home visitors had their temperature taken and were asked to sign a health declaration to confirm they had no symptoms of COVID-19. All visitors were advised to wear face masks and able to wash their hands before entering the communal areas of the home.

New admissions to the home were carefully considered. One admission had taken place during the pandemic and this person was able to be isolated safely in an annexe of the home for the required period before being able to access the communal areas of the home.

Social stories had been developed for people living in the home to support their understanding of the pandemic and importance of social distancing and the wearing of masks.

The registered manager and staff team had communicated with families and friends from the beginning of the pandemic. They ensured there were twice daily calls for people with updates on activities and how people were. There were also weekly video calls with family and friends. Usually on a Sunday, which was a more relaxed day following a roast lunch. The registered manager emphasised the importance of regular communication to maintain wellbeing. One person had been distressed by the telephone calls so the registered manager and staff arranged for the person's relative to record stories of the person's childhood so they could listen to them in the privacy of their own room. This had supported the person's wellbeing.

The registered manager had taken the decision early in the pandemic to ensure that agency staff only worked at their home. This had ensured that agency staff did not work between different services.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the appropriate IPC measures were in place.

Inspected but not rated

23 Valley Road

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 18 December 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.