

Avocet Trust

# Avocet Trust - 523-525 Marfleet Lane

## Inspection report

523-525 Marfleet Lane  
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03 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

### About the service

Avocet Trust - 523 – 525 Marfleet Lane is a care home providing personal care for up to seven people with a learning disability, autism and/or physical health needs. There are two separate bungalows, each of which have adapted facilities. At the time of our inspection, six people were using the service.

We found the following examples of good practice.

- Visitors were asked questions about their health and their temperatures taken to ascertain any risks. Their details were kept for track and trace purposes. All visitors were supervised to ensure they followed infection control guidelines and wore appropriate personal protective equipment (PPE).
- People who used the service and staff followed social distancing practices.
- People who used the service were supported to maintain contact with their families and friends through phone calls, video calls, emails and window visits.
- Staff appropriately wore PPE in line with current guidance. PPE was accessible for staff around the service and staff were trained in putting on and removing PPE.
- Regular testing of people who used the service and staff was completed in line with current guidance. Clear procedures were in place to make sure people and staff self-isolated when necessary.
- The service was clean and tidy. Robust cleaning schedules and appropriate cleaning products were in place and available for staff to use. Staff regularly cleaned high-touch areas to minimise the risk of people catching or spreading COVID-19.
- Staff were dedicated to their roles and committed to living in the service when needed to ensure people's needs were met.

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?**

We were assured the service was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **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 3 December 2020 and was announced.

# Is the service safe?

## Our findings

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 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.

We have also signposted the provider to resources to develop their approach.