

West of England Friends Housing Society Limited

Avenue House - Bristol

Inspection report

Avenue House
5 Cotham Park North
Bristol
BS6 6BH

Tel: 01179892020

Date of inspection visit:
09 December 2020

Date of publication:
31 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Avenue House is a residential care home, providing care and accommodation for up to 30 people over the age of 65.

We found the following examples of good practice.

- The home had created a purpose built room in the grounds of the house to enable people to see their visitors safely. There was a Perspex screen dividing the room, with microphones on either side to facilitate communication.
- Additional cleaning had been implemented to ensure the environment was clean. This included frequent touch points such as door handles.
- There was clear signage around the home advising people to social distance. Temperatures of people were taken on entering the home and their contact details recorded for test and tracing purposes.
- Steps were taken to isolate people when they had symptoms or a positive test result. All rooms were ensuite and so there were no concerns with people needing to share bathroom facilities.
- People and staff were tested regularly. This enabled steps to be taken to isolate anyone with a positive result. Staff were supported financially to take time off if they needed to.
- The home had good supplies of PPE and staff received training in how to use it safely.

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?

Further information is in the detailed findings below.

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 9 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.