

# Estuary Housing Association Limited

## 7-9 Third Avenue

### Inspection report

Third Avenue  
Wickford  
Essex  
SS11 8RF

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Date of inspection visit:  
25 February 2021

Date of publication:  
24 March 2021

### Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

7-9 Third Avenue is a small care home providing care and support for people who have learning and physical disabilities. The property is a six bedroomed bungalow and there were five people living at the service at the time of the inspection.

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 using rapid testing, weekly testing for staff and monthly testing for people who used the service.
- Staff had received training on working during the pandemic in relation to COVID 19 and had received training in the correct use of personal protective equipment (PPE).
- The communal areas were open plan which enabled people to socially distance where possible. However, people had found it hard to change their routines and still choose to eat and socialise together.
- There was clear guidance in the service to help prompt staff to safely work whilst minimising the risk of spreading infection.
- Infection prevention control practices had been implemented such as increased cleaning rotas and a good supply of PPE and hand sanitisers. Information was cascaded to staff and reminders issued. Audits and observations were completed and actions taken to improve the service.
- People's well-being was supported by going out for exercise, to see relatives (in open spaces) and telephone and zoom calls. Staff continued to engage in individual activities of people's choice.

## 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 findings below.

**Inspected but not rated**

# 7-9 Third 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 25 February 2021 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.

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