

Cobham Care Ltd

Avon House

Inspection report

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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

Avon House is a care home registered to provide accommodation and personal care for up to 26 people, the majority of whom are living with dementia. At the time of our inspection, there were 16 people living at the service.

We found the following examples of good practice.

The home had been impacted by an outbreak of coronavirus. The management team had worked hard to prevent the spread of infection and had received support from healthcare professionals. One healthcare professional had daily contact with the home and reported that staff had been, 'very open to advice and support' and, 'this has increased the safety of residents and staff' because the advice had been acted upon.

People were isolated in their rooms during the outbreak and were supported by care staff with personal care; staff also reassured people who were anxious and distressed. Posters and information cards were placed in people's rooms to support explanations given by staff and why people had to remain isolated. Regular video calls were arranged to enable people to stay in touch with their relatives and friends.

The number of staff who were unwell or who were isolating had an impact on staffing levels at the home. With the help of local partners, agency staff were block booked, with the same agency staff working at the home.

Staff completed training in infection prevention and control systems and in the use of personal protective equipment (PPE). Their competency in donning and doffing of PPE was monitored and included handwashing techniques.

Staff and people had access to regular testing of COVID-19; results were monitored and managed so the manager was aware when staff were due back at work or when people could come out of isolation.

Staff described being very well supported by the management team. They were given a staff survey to complete which asked how they were feeling and what support they would like from management; staff had access to an external counselling service if they wished. A healthcare professional told us they had been impressed by the management of the home through the outbreak.

A range of systems and policies had been implemented to manage the outbreak effectively. For example, cleaning schedules to ensure that 'high touch' areas of the home were cleaned frequently. A contingency plan had been drawn up which described the actions to be taken in the event of an outbreak; this had been followed.

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

Avon House

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.

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 (IPC) practice was safe and the service was compliant with IPC measures. We received information of concern about IPC measures at this service. This was a targeted inspection looking at the IPC measures the provider has in place. This inspection took place on 15 February 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 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.