

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Amica Care Trust

Location / Core Service address	Date
Exmouth House Long Causeway , Exmouth EX8 1TS	02/07/2020

Dear Amica Care Trust

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

Managing well. Using NHS Tracker. 0 Covid for people or staff. 31 people. Good support from Amica Care Trust. Disseminating latest guidance. All protocols have been reviewed and overall Covid risk assessment. New business contingency plans, would be prepared for potential 2nd wave of Covid. Staff have all had specific Covid training including donning and doffing. Have Covid folder and communications book.

Plenty of PPE sourced by head office and changing uniforms. Using 3 to 4 masks daily each staff member.

Supporting staff very well. Picking up staff so don't have to use public transport. Operations daily teams meeting and good emotional support. Have access to free counselling. Have Wellbeing webinar and calls from clinical psychologist on management team. Other provider homes have had Covid positive cases and learning from that. Not using agency and bonus for staff covering shifts. Staffing levels good with staff having increased breaks and risk assessments for individual staff. For example, one staff member has two hourly breaks due to risk of dehydration re epilepsy. Monthly staff treats and pamper bag with hand cream, bath bombs and hair colour. Also for people living at the home. Have activity co-ordinator and have been able to keep people occupied. Outstanding party celebration, photos and face masks. Local artist painting demonstrations in the garden with canvasses for people. Celebrating birthdays and 55th anniversary for a couple with a special meal and a picnic. Using hair salon. Able to manage safe visiting, devising policy. People at end of life have had visits from family which were appreciated, including birthday visit shortly before passing. One person continues to go out with their dog safely. Meals stock ok. Lots of treats dropped off by the community including seedlings. Involvement with local school continues, sharing pictures. Staff trained in medicines and using electronic system. PCF care planning system means families can use portal and send and access messages and photos. Ensure each person can communicate with friends and family. Staff member allocated each day to manage this. Local volunteer helping to support spouses who cant visit such as doing their shopping and calling them. Opened up a home shop. Operations manager has visited and regular managers calls. All staff and people Covid tested and negative. Good communication with health professionals using video and calls. Ensuring any admissions are Covid negative and preparing Covid area just in case with isolation plan. Engaging with provider networks and local WhatsApp groups. Aware of Covid soft signs.