

Aspen Village Limited

Forest Care Village Elstree and Borehamwood

Inspection report

Forest Care Village
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Date of inspection visit:
26 January 2021

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12 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Forest Care Village spreads across three floors and accommodates people in separate units, each of which have separate adapted facilities. Three of the units specialise in providing care to people living with dementia whereas in the remaining four units people have nursing needs. 158 people were living in the home at the time of the inspection.

We found the following examples of good practice.

People were clearly placed at the centre of their care. Their health and wellbeing were carefully assessed in regard to COVID-19. Decisions were made in people's best interest where it was needed. At the time of the inspection there was a decision made to restrict visits. People had access to video calls or phone calls to communicate with their family.

Measures were in place for people who needed family support for maximising their health and wellbeing to have their family member visiting. These measures included relatives wearing appropriate personal protective equipment (PPE), same family member visiting and testing before being allowed in the home.

The registered manager increased the activities in the home at the beginning of the pandemic to ensure staff could spend one to one time with people. People were supported to spend time in communal areas if they wanted, socially distancing from other people and were given the option to wear face masks.

Regular testing was in place for staff and people. Where positive test results were found people and staff were self-isolating to minimise the risk of spreading the infection. Staff were allocated to work in their own units and only in emergency situations were asked to work in different areas of the home.

Staff told us they received Infection Prevention and Control (IPC) training, this included how to safely put and take off their PPE. The staff told us their unit manager and the registered manager were always available to support them if needed.

The service was clean and hygienic. Additional cleaning tasks and schedules had been implemented by the registered manager and enough housekeeping staff were allocated to ensure cleaning was on-going throughout the day.

The provider had developed and reviewed their policies, procedures and guidance for the service to ensure staff had up to date knowledge to care for people safely. The business continuity plan in place was updated by the provider to detail how to respond to emergencies during the pandemic including when high number of staff were unable to work.

Quality assurance audits were being completed during the pandemic and actions taken when needed to ensure best practice guidance was followed by staff.

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

Forest Care Village Elstree and Borehamwood

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 26 January 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.