

MMCG (2) Limited

Ashmead Care Centre

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

Ashmead Nursing Home is a residential care home providing personal and nursing care for up to 110 people. At the time of the inspection 104 people were receiving a service at the home.

We found the following examples of good practice.

The measures in place were robust and effective in preventing and minimising the risk to people, staff and those that visited the care home from catching or spreading COVID-19.

We saw staff and managers wearing personal protective equipment (PPE) appropriately during our inspection. Staff were given up to date infection prevention and control (IPC) and COVID-19 training, which was routinely refreshed. There were adequate supplies of PPE that met current demand and foreseen outbreaks.

Staff followed IPC and PPE policies and procedures, that were regularly updated to reflect ongoing changes to COVID-19 related guidance. They included specific Covid-19 related risk assessments for people, and contingency plans for managing adverse events, including COVID-19 outbreaks and staff shortages.

Although access to the care home was restricted, due to an outbreak designated people could visit their relative or friend in line with Government COVID-19 care home guidelines. All visitors to the care home had to follow the providers IPC guidance and procedures.

The care home provided alternative communication arrangements to help people maintain relationships with relatives and friends that were important to them. Staff actively supported people to keep in touch with those who could not visit the care home in-person, via telephone and video calls.

The home was not currently taking new admissions due to a Covid-19 outbreak. Once the current outbreak has passed the care home will be taking new admissions and people will be returning after a hospital stay. They will be required to have a negative COVID-19 test and self-isolate for the prescribed period to minimise the risk of the virus spreading.

The care home followed a 'whole home' COVID-19 testing program. This made sure everyone living, working or visiting the care home was regularly tested for COVID-19. People using the service were tested twice per week and all staff were vaccinated. The provider was aware of how to apply for COVID-19 home testing kits and had adequate supplies.

The care home was clean, hygienic and detailed records were kept of cleaning schedules. They included a rolling program of continuously cleaning high touch surfaces, such as light switches, grab rails and door handles. The registered manager said cleaning and all staff were fully aware of their crucial role and responsibilities.

Infection risks to everyone living and working in the care home were thoroughly assessed and where people were deemed to be disproportionately at risk from COVID-19, appropriate action had been taken to minimise the impact. All staff including those most at risk from underlying health care conditions or other relevant factors, had specific two part risk assessments in place.

The provider did not use agency staff and ensured bank staff worked exclusively in the one care home and on specific designated floors to reduce the risk of spreading infection.

The provider's IPC policy was up to date.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Inspected but not rated

Ashmead Care Centre

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 18 January and was announced. We gave the service one day's notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.