

Acacia Care (Nottingham) Ltd

Acorn House

Inspection report

1 Oak Street
Nottingham
Nottinghamshire
NG5 2AT

Tel: 01159605981

Date of inspection visit:
25 November 2020

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18 December 2020

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
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|----------------------|--------------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|--------------------------------|

Summary of findings

Overall summary

Acorn House Care Home is a residential care home that provides personal care and accommodation for up to 64 people. At the time of our inspection there were 40 people living at the service. The home is over three floors and has facilities on each floor for dining, activities and relaxation inside, and a communal outdoor space.

We found the following examples of good practice.

- The service had introduced enhanced cleaning with extra cleaning of frequent touch points.
- There was a manager on each shift to maintain standards and the management team performed daily walk rounds to check on staff wearing personal protective equipment (PPE).
- The service had a sheltered garden for people to see their relatives through windows and had adapted a spare room with direct access from outside to allow visits inside.
- When a person living at the home had a visitor, the service had used video calls to involve more family members on the call.
- All rooms were en suite which meant people could be isolated easily and safely.
- People isolated in their rooms had been supported by wellbeing staff on a one to one basis while group activities were not occurring.
- Staff entered the service at the side of the home after temperature checks at reception and were allocated to work in specific areas to reduce mixing. Lounges in each area had been adapted for staff to have socially distanced breaks, this meant that staff were not walking around the building.
- Staff were not using lifts, lifts were being used to transport meals trolleys up to each level from the kitchen and served by staff working in that area, so the movement of kitchen staff was limited.
- People's wellbeing was being monitored and the management team had introduced wellbeing checks and risk assessment scores to identify people who may have a low mood.
- Staff were also completing questionnaires to check their wellbeing, support was offered for staff isolating and on return to work.
- One of the managers had temporarily moved into the home to provide extra support.
- The management team told us the staff had been excellent and had ensured extra shifts were covered to avoid using agency staff.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Acorn 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 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 25 November 2020 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.