

Lotus Care (Ash Cottage) Limited

Ash Cottage

Inspection report

26 - 28 Crow Woods
Edenfield, Ramsbottom
Bury
Lancashire
BL0 0HY

Tel: 01706826926

Date of inspection visit:
06 January 2022

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27 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Ash Cottage provides accommodation and care and support for up to 24 older people, some of whom were living with dementia. The service does not provide nursing care. At the time of the inspection visit, there were 20 people living in the home.

Prior to our inspection, we received information of concern about infection prevention and control measures and cleanliness at this service. During our inspection, we found some areas where cleanliness was not always up to standard. There was designated domestic staff but the cleaning schedules did not include sufficient detail to guide staff. Regular checks of the environment and cleanliness were carried out but some shortfalls found during the inspection, had not been identified as part of the audit. We discussed our findings with the registered manager and regional manager. We were assured appropriate action was being taken to respond to the shortfalls.

There were enough stocks of personal protective equipment (PPE). Staff had received training in the use of PPE, infection control and hand hygiene. We observed staff and management were using PPE correctly and there were procedures in place to support staff with its use. Signage was in place to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

There were effective processes to minimise the risk to people, staff and visitors from catching and spreading COVID-19. These included regular testing of staff and people living in the home and testing of visitors to the home. Safe visiting processes were followed and the vaccination status of all visitors to the home was checked in accordance with the current guidance.

There were sufficient staff to provide continuity of support should there be a staff shortage. All staff had access to appropriate support to manage their wellbeing should it be required. Recruitment of additional care and domestic staff was underway.

Infection prevention and control policies and procedures were kept under review. Business contingency plans were in place. People were being admitted safely to the service in line with current guidance.

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

Inspected but not rated

Ash Cottage

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.

Prior to our inspection, we received information of concern about infection prevention and control measures and cleanliness at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 6 January 2022 and was unannounced.

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. Recruitment of additional staff, including domestic staff, was underway.

How well are people protected by the prevention and control of infection?

Prior to the inspection visit, concerns were shared with us about some aspects of cleanliness in the home.

- We were somewhat assured the provider was promoting safety through hygiene practices of the premises. We found some areas where cleanliness was not always up to standard. There was designated domestic staff but the cleaning schedules did not include sufficient detail. Regular checks of the environment and cleanliness were carried out. However, some of the shortfalls we noted had not been recognised. We discussed our findings with the registered manager and regional manager. We were assured appropriate action was being taken to address the shortfalls.
- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using personal protective equipment (PPE) effectively and safely. We noted staff wearing appropriate PPE.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date and was being reviewed regularly.
- 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. Safe systems were in place to check on the vaccination status of all visitors to the home.