

Asher Care Ltd

Asher Care

Inspection report

118 - 120 Ashburton Road
Newton Abbot
Devon
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Tel: 01626368070

Date of inspection visit:
25 January 2022

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08 February 2022

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

Asher Care is a home which provides accommodation for up to 25 people who require nursing or personal care due to dementia, learning disabilities and mental health needs. There were 24 people living in the service at the time of inspection.

We found the following examples of good practice.

- The registered manager ensured people received support to maintain contact with family and friends during the pandemic and ensured visits to the home were managed safely.
- For example, the service built a cabin in the garden and equipped it like a tea shop. This meant people could meet family and friends safely, in a pleasant environment, outside the main home.
- Good use was made of visitors accessing people's rooms via patio doors, again reducing contact with anyone else in the home.
- A designated person was appointed mask monitor. This ensured all staff changed their masks every 4 hours to be compliant with PPE guidance.
- Revamping the laundry system maximised infection prevention and control as well as reducing the frequency of people's laundry getting mixed up.
- People told us they were still able to go out and to have visitors or other contact with friends and family if they so wished. They were reassured staff did what was needed to protect them from COVID-19, for example, washing hands, wearing masks and cleaning the building.
- People told us they still had their needs met. One person said "I can't fault them here, I give them 100 out of 100, if you have any problems they will sort it." Another person told us "It's a good home, they're good the 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

Asher Care

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 25 January 2022 and was announced. We gave the service 24 hours 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.