

Pages Homes Limited

Ash Grove Care Home

Inspection report

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Date of inspection visit:
15 February 2021

Date of publication:
08 March 2021

Ratings

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

Summary of findings

Overall summary

Ash Grove Care Home provides accommodation and support for up to 30 people, most of whom were living with dementia. At the time of the inspection there were 14 people living at the home, two of whom were in hospital.

We found the following examples of good practice.

There had been an outbreak of Covid-19 at the home and people had been supported to isolate in their bedrooms. At the time of the inspection the period of isolation had finished but the home remained closed to visitors, other than to people receiving end of life care.

Most of the people living at the home were living with dementia. Social distancing was encouraged in communal areas with space being created between armchairs and some tables removed from the dining area. Not everyone living at the home understood the need to socially distance and we saw staff taking time with people, explaining the changes that had been made in a kind and supportive way.

A visitor's pod had been constructed in the reception area of the home. When not in lockdown relatives and friends could safely visit their loved ones using the pod. An iPad and additional mobile phone had been purchased at the start of the pandemic so people could keep in touch with relatives during lockdown. Any special events for example, birthday parties, were recorded, with people's consent and copies sent to relatives.

The registered manager had employed a second member of cleaning staff during the pandemic to ensure the home was thoroughly cleaned seven days a week. Cleaning involved high touch areas and a specific regime was in place six times a day, or more often if needed, to disinfect any frequently touched areas for example, door handles.

Staff had a specific area to change and put on and remove personal protective equipment (PPE). Staff and anyone who visited the home were asked to complete a health questionnaire and have their temperature taken. Fully equipped PPE stations were seen throughout the home.

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

Ash Grove Care Home

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 15 February 2021 and was announced.

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.