

Ambient Support Limited

The Croft

Inspection report

The Penningtons
Chestnut Lane
Amersham
Buckinghamshire
HP6 6EJ

Tel: 01494732500
Website: www.ambient.org.uk

Date of inspection visit:
12 January 2022

Date of publication:
19 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

The Croft is located in Amersham, Buckinghamshire and it is a residential care home registered to provide personal care to up to 60 people. At the time of this inspection, 40 people were living at the service.

We found the following examples of good practice:

- Safe arrangements were in place for professionals visiting the service. This included a confirmed negative lateral flow test result, proof of vaccination against COVID-19, the requirement to show a COVID-19 pass, hand sanitisation and the provision of new personal protective equipment (PPE) such as a face mask.
- Policies, procedures and risk assessments related to COVID-19 were up to date which enabled staff to keep people safe.
- All staff had received training and followed correct infection control and using PPE processes. The provider ensured a sufficient stock of appropriate PPE and there were designated notice boards available to remind staff about correct guidelines and handwashing techniques. There was a programme of training refreshers to ensure staff knowledge was kept up to date. Spot checks took place to ensure staff adhered to the training provided.
- The service was clean and fresh, staff carried out daily and hourly additional tasks, such as cleaning of any regular touchpoint surfaces. Regular infection control audits took place and actions had been followed up when required.
- The provider offered support to aid the wellbeing of the team, individual assessments had been carried out with staff members to ensure any individual circumstances or health conditions were known and the support could be offered as needed.
- The registered manager reported good support from the local health professionals including the local GP practice and the team at the provider's head office throughout the pandemic.

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

The Croft

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 12 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.