

Barchester Healthcare Homes Limited

Ashfields

Inspection report

31 Salhouse Road
Rackheath
Norwich
Norfolk
NR13 6PD

Tel: 01603721720
Website: www.barchester.com

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Ratings

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

Summary of findings

Overall summary

Ashfields provides residential care in a purpose built building for up to 44 older people, the majority of whom are living with dementia.

We found the following examples of good practice:

The service had built a visiting pod in the front garden for visitors to see their relatives who lived in the service. Due to its position the visitors did not need to access the home.

The people who lived in the service had their own visiting plans and risk assessments which included details of who they would like to have visit or keep in contact with, how this was best achieved and how to support their wellbeing.

Managers, staff and relatives had access to a coronavirus helpline to answer queries, give advice and guidance to support them during the COVID-19 pandemic.

There were detailed, easy to follow procedures in place for standards of cleaning and laundry management to guide staff during potential or confirmed cases of COVID-19.

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

Ashfields

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 4 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.