

MGB Care Services Limited

# Ash Villa

## Inspection report

159 Musters Road  
West Bridgford  
Nottingham  
Nottinghamshire  
NG2 7AF

Tel: 01159819761

Website: [www.mgbcareservices.co.uk](http://www.mgbcareservices.co.uk)

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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

Ash Villa is a residential care home for ten people with learning disabilities. There were ten people living at the home at the time of our inspection. The service was a large property which allowed people a lot of space; for example, there was a large extension on the ground floor which allowed for additional living space. The accommodation was also spread across two floors with communal areas and secure garden space.

The registered manager was not available on the day of the inspection; however, we spoke with the deputy manager.

The area used for staff don and doffing process was not suitably placed. We spoke with the deputy manager and they addressed this before we left and confirmed the new area to be used. The provider was also working with Public Health England to ensure they had appropriate safety measures in place.

We found the following examples of good practice.

There was a restriction on visiting the service at the time of the inspection. There were procedures in place for visitors to the service, including healthcare professionals and relatives to reduce and prevent the spread of infection.

The provider ensured people maintained contact with relatives by staff supporting them with telephone calls and letter writing. The deputy manager told us they had accommodated garden visits during the summer and was reviewing visits for the winter once they had reviewed current guidance about accepting visitors.

There was a clear regular programme for staff and people living in the home to be tested for COVID-19. This meant swift action could be taken if or when positive tests were received.

Staff followed procedures for don and doffing PPE and how to dispose of it safely, in line with GOV.uk guidelines. All staff wore appropriate PPE, which was in good supply.

A robust contingency plan was in place and used for when positive testing or isolation for staff or people arose. There were arrangements to deploy staff across the service to reduce the risk of cross infection. Agency staff were used to cover shortfalls in staffing, due to staff testing positive for COVID-19.

Handover meetings were completed in line with safe distancing guidelines.

A generic risk assessment was in place for people in high risk groups, but not individualised to identify personal risks. The deputy manager gave an example of vulnerability for people and the staff team. They assured us that adjustments if required to staff working practices would be put in place as and when required to keep them safe. Staff who were noted at risk were shielding at this time.

People using the service had tested positive and were self-isolating in their own rooms or communal areas when appropriate. Arrangements were in place to reduce the spread of infection. Peoples individual needs were considered to ensure everyone was kept safe.

Housekeeping staff told us they had increased the cleaning regime. The cleaning schedules had been consistently completed for the weekly and monthly tasks around the home environment. Staff told us they try to deep clean every other day and we were assured the cleaning was being completed. The deputy manager had identified that the new ways of working had not been filtered down to all cleaning staff and was addressing this.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

No Rating were awarded following this inspection. We were assured the service were following safe infection prevention and control procedures to keep people safe.

### Inspected but not rated

# Ash Villa

## **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 18 November 2020 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 not fully assured that the provider was making sure infection outbreaks can be effectively prevented or managed for individuals at risk.

We have also signposted the provider to resources to develop their approach.