

Lower Green Limited

Arden House Nursing Home

Inspection report

31 Upper Highway
Hunton Bridge
Kings Langley
Hertfordshire
WD4 8PP

Tel: 01923262157
Website: www.arden-house.co.uk

Date of inspection visit:
18 January 2021

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12 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

Arden House is a nursing home registered to provide personal and nursing care for to up to 18 people over the age of 65. At the time of our inspection there were 14 people using the service.

We found the following examples of good practice.

- The service was receiving professional visitors to the service with robust infection control procedures in place. Visitors were received into the reception area on arrival where they were provided with guidance, personal protective equipment (PPE) and a health screening was completed. Each visitor also had their temperature checked by staff on arrival.
- People and staff had engaged with the routine testing scheme. Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed.
- The service was clean and hygienic. The registered manager had implemented additional cleaning tasks and schedules. Detailed infection prevention and control audits were completed on a weekly basis. This included observations of staff use of PPE and hand washing procedures.
- The provider had developed a package of policies and procedures in response to the coronavirus 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

Arden House Nursing 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 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 18 January 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks. We also asked the provider to send us infection prevention and control policies and audit findings.

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 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 somewhat assured that the provider was using PPE effectively and safely. Staff were wearing disposable PPE in accordance with guidance, such as gloves, aprons and face masks. Staff were provided with a designated preparation area on arrival to and departure from work. However, we observed Registered Manager wearing a cloth face covering in the communal areas of the home. They informed us that they would change this for a surgical mask, when supporting people. We explained that this was not in accordance with government guidance. They immediately changed to a surgical facemask and assured us that they would no longer use the cloth face covering.

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