

Athena Care Homes (Bretton) Limited

Ashlynn Grange

Inspection report

Bretton Gate
Bretton
Peterborough
Cambridgeshire
PE3 9UZ

Tel: 01733269153

Website: www.athenacarehomes.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

About the service

Ashlynn Grange provides, accommodation, nursing and personal care for up to 156 adults; some of whom have dementia. It is also registered to provide the regulated activity; treatment, disease, disorder and injury.

People's experience of using this service and what we found

Staff enjoyed working at the service and felt they received good support. There were enough staff to support people in the way they wanted. The provider had followed good recruitment procedures to make sure new staff were suitable to work at the service.

Suitable infection prevention and control measures and practices were in place to keep people safe. This prevented the spread of the coronavirus and other infections. Staff had received appropriate training. Staff had access to enough stocks of personal protective equipment (PPE).

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 6 July 2018).

Why we inspected

We undertook this targeted inspection due to an outbreak of coronavirus and to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about staffing levels and that people's care was not being provided appropriately.

We assessed whether the service followed safe infection control procedures during the current COVID-19 pandemic and if people received person-centred care. The overall rating for the service has not changed following this targeted inspection.

CQC have introduced targeted inspections to follow up on specific issues. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Ashlynn Grange

Detailed findings

Background to this inspection

The inspection

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 (IPC) practice were safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place and also to check on a specific concern we had received in relation to staffing levels in the service.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Ashlynn Grange is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used all this information to plan our inspection.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with nine members of staff, two housekeepers, five care staff, the registered manager and the operations manager.

After the inspection

We continued to review records that we had requested to be sent to us from the registered manager to validate evidence found. We looked at training data, premises information, staffing rotas, meeting minutes and information relating to the governance of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about staffing numbers. We will assess all the key question at the next comprehensive inspection of the service

Staffing and recruitment

- There were enough staff available to meet people's needs. Care was provided by a consistent staff team. One person said, "The staff could not do any more for us. They all work extremely hard in difficult circumstances." One member of staff told us, "I love my job, although it has been hard as we have on occasions been short of staff due to sickness at short notice. They (registered manager) always tries to get staff in to cover but it not always possible."
- Staff were recruited safely, and appropriate checks were carried out to protect people from the employment of unsuitable staff.

Preventing and controlling infection

- The service was clean and odour free. During the inspection staff were observed cleaning and sanitising surfaces on a regular basis.
- Staff wore appropriate personal protective equipment (PPE) and had received infection prevention and control training and Covid-19 specific training.
- The provider had an infection control policy in place and had assessed the risks related to Covid-19 and put measures in place to reduce these risks. This mitigated the risk of spreading the infection.
- All visitors had there temperature checked and asked to confirm they had not been unwell. PPE was provided.
- The provider had created an area to enable people to see their relatives safely.
- Staff and people using the service had access to regular testing.
- The outbreak of infection was being well managed.