

brighterkind (Blair) Limited

Ashbourne Court Care Home

Inspection report

13 Salisbury Road
Andover
Hampshire
SP10 2JJ

Tel: 01264355944
Website: www.brighterkind.com/ashbourne-court

Date of inspection visit:
26 March 2021

Date of publication:
21 May 2021

Ratings

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

Summary of findings

Overall summary

Ashbourne Court Care Home is a residential care home which is registered to provide accommodation and personal care for up to 64 older people. At the time of the inspection 61 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from a purpose built home across three floors.

We found the following examples of good practice.

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated in person visits in a manner which minimised the risk of infection spread, including one nominated visitor in line with guidance, screened visits in the foyer of the home and window and garden visits.

Plans were in place to isolate people with COVID-19 to minimise transmission. There was an isolation plan that involved zoning the home and cohorting staff to different floors in the event of an outbreak. The service had good supplies of personal protective equipment that were readily available at stations throughout the service.

Visitors were asked health screening questions and to sanitise their hands on arrival. Temperature checks and lateral flow tests were carried out and once a negative result was received staff facilitated the visit. Visits were staggered and visiting spaces cleaned between use.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter and there were enhanced cleaning practices with high touch areas such as door handles and surfaces cleaned several times a day.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, such as quizzes, crafts and exercise sessions. The provider had increased the supported activities sessions by more than 50% during the pandemic to prevent people from feeling socially isolated.

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

Ashbourne Court Care Home

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 26 March 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- ☐ We were assured that the provider was using personal protective equipment 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 was meeting shielding and social distancing rules.
- ☐ We were assured that the provider's infection prevention and control policy was up to date.
- ☐ We were assured that the provider was preventing visitors from catching and spreading infections.
- ☐ We were assured that the provider was admitting people safely to the service.