

Knighton Care Services Limited

Ashdown House

Inspection report

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Northamptonshire
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Tel: 01327879276

Date of inspection visit:
19 January 2021

Date of publication:
25 November 2021

Ratings

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

Overall summary

About the service

Ashdown House is a residential care home providing accommodation and personal care for older people, including those living with dementia. The service can support up to 24 people and there were 12 people living in the service at the time of inspection.

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

Poor infection prevention and control processes and practice placed people at risk of harm.

During a recent outbreak of COVID-19, government guidance on how to work safely in care homes was not always followed.

The infection prevention and control (IPC) policy had not been updated or reviewed since the COVID-19 pandemic and offered no guidance for staff on COVID-19 IPC procedures.

There was no IPC lead in place in the service. This meant there was no designated staff member to ensure all IPC practices and procedures were up to date and undertaken in line with government guidance.

Management oversight of IPC processes required urgent improvements. There were no quality assurance processes in place to ensure the provider had effective oversight of the management of the COVID-19 within the service.

IPC audits had not taken place for 12 months and there was no auditing of cleaning schedules, including shared bathrooms and high touch areas where the risk of the spread of infection is high.

Personal protective equipment (PPE) was not used effectively to safeguard people using the service and staff. The provider failed to ensure staff were socially distancing where it was possible for them to do so.

Rating at last inspection

The last rating for this service was requires improvement (published 18 September 2019).

You can read the report from our last inspection, by selecting the 'all reports' link for Ashdown House on our website at www.cqc.org.uk.

Why we inspected

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. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

This inspection took place on 19 January 2021.

We have found evidence the provider needs to make improvements. Please see further detail in the Safe section of this report.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a breach of regulations in relation to infection prevention and control which meant people's safety could not be assured.

You can see what action we have asked the provider to take at the end of this full report.

Follow up

We will monitor information which the provider will send to CQC updating us of the actions they are taking to make improvements. We will return to visit as per our re-inspection 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?

Further information is in the detailed findings below.

Inspected but not rated

Ashdown House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check infection prevention and control measures in place. This was undertaken as part of CQC's response to care homes with outbreaks of coronavirus.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Ashdown House 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 announced one hour before our arrival.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. The provider was not asked to complete a provider information return prior to this inspection. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

On 19 January 2021 we used a CQC information gathering tool to look at various aspects of infection prevention and control. We spoke with the registered manager. We viewed communal areas of the service, policies and procedures and information the service had about infection prevention and control.

Is the service safe?

Our findings

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 the part of the key question relating to infection prevention and control.

S5 How well are people protected by the prevention and control of infection?

- Processes were not in place to enable the staff team to socially distance during handover times. Handover took place in a small office that didn't allow for social distancing. This meant the risk of infection spread was high.
- The provider had not updated their infection prevention and control (IPC) policy since the start of the COVID-19 pandemic. There was no additional information or guidance that linked to the government guidance on how to work safely in care homes.
- There was no information on people's bedroom doors confirming their COVID-19 status to support staff to safely manage their care. Some improvements were made following the inspection.
- There were no quality assurance processes in place to ensure the provider had effective oversight of the management of the COVID-19 within the service. IPC audits had not taken place for 12 months and there was no auditing of cleaning schedules, including shared bathrooms and high touch areas where the risk of the spread of infection is high. Effective and enhanced cleaning during the pandemic period supports people stay safe.
- Visiting health professionals were not screened for COVID-19 symptoms upon entering the service. This meant the risk of further infection spread was high.
- There was no IPC lead in place in the service. This meant there was no designated staff member to ensure all IPC practices and procedures were up to date and undertaken in line with government guidance.
- Personal protective equipment (PPE) was not used effectively to safeguard people using the service and staff. Staff did not always follow recommended guidance. For example, staff were observed wearing gloves and aprons at all times.

Infection control procedures did not consistently protect people from the risk of infection. This was a breach of Regulation 12 Safe Care and Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We were assured that the provider was accessing testing for people using the service and staff.
- 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.

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

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment Infection control procedures did not consistently protect people from the risk of infection.

The enforcement action we took:

Warning notice