

Carebase (Sewardstone) Limited

# Ashbrook Court Care Home

## Inspection report

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09 February 2022  
11 February 2022

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Ashbrook Court Care Home is a residential care home providing personal and nursing care to 67 people aged 65 and over at the time of the inspection. This also includes people living with dementia and who require specific nursing care. The service can support up to 70 people in one adapted building. The care home is unitised and supports people across four separate units, which have separated adapted facilities.

We found the following examples of good practice.

Relatives confirmed they had been kept informed of the service's visiting arrangements at Ashbrook Court Care Home throughout the pandemic. Comments from relatives included, "They [Ashbrook Court Care Home] always update us; in fact, we have just had an update today" and, "We have been informed by newsletter and emails."

Arrangements were in place for relatives to visit their family member in accordance with government guidance. Additional arrangements had also been made to enable relatives to maintain contact with their family member, for example, telephone calls, window visits, face time audio and video calls.

Suitable measures were in place to screen all visitors and this included temperature checks, the wearing of Personal Protective Equipment [PPE] and rapid flow testing to keep infection risks to a minimum.

People were admitted into the service safely. People's COVID-19 status was sought prior to admittance and people self-isolated in line with current government guidance.

Appropriate infection prevention control practices were observed for staff, such as the wearing of masks, gloves, aprons and included good hygiene practices.

Staff had received training on infection prevention, including COVID-19 and the correct use of PPE.

Cleaning schedules were in place and being followed. The environment was visibly clean and odour free. Relatives comments relating to the overall cleanliness of the service was positive and included, "It's quite perfect without any of those smells you get in some homes, it's excellent, that's why we chose this home" and, "The home is very clean, we have no concerns with the cleanliness."

## 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**

# Ashbrook 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 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 9 February 2022 and was unannounced. The inspection was completed by three inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. The registered manager confirmed there were no workforce challenges. Annual leave was cancelled for staff during the COVID-19 outbreak to ensure there were enough staff deployed at the service. Where staffing shortfalls were identified, agency staff were utilised for people who required specific one to one support and existing staff picked up additional shifts. This did not impact on service delivery or the quality of care provided.

### 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 somewhat assured that the provider was accessing testing for people using the service and staff. Records to determine if the testing regime practices for people using the service and staff were in line with current government guidance demonstrated this was happening as it should. However, current and emerging risks presented by the pandemic had not been identified for people or staff at Ashbrook Court Care Home. This meant people and staff who may be at increased risk of contracting COVID-19, for example, those with underlying health conditions and including staff from black, Asian and ethnic minority groups, had not been assessed to identify those at risk.
- 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. However, whilst audits relating to the service's infection prevention arrangements were completed, information to demonstrate when actions highlighted had been completed were not recorded and required reviewing.

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

### Visiting in Care Homes

- A booking system was in place to stagger visitors and visiting times to facilitate safe visiting. The registered manager was facilitating visits for people living in the home in accordance with current government guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.