

E.C. Investments (Gloucestershire) Limited Hill Ash House Care Centre

Inspection report

Ledbury Road
Dymock
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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

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

Hill Ash House Care Centre accommodates 36 people in one adapted building in the village of Dymock. At the time of our inspection there were 19 people living at the home. Hill Ash House Care Centre does not provide nursing care.

Hill Ash House Care experienced an outbreak of COVID-19 in December 2020 to January 2021.

We found the following examples of good practice.

Visitors to the home had their temperature taken, were asked relevant COVID-19 questions and were supported to sanitise their hands and put on personal protective equipment (PPE). People had received visitors by appointment only, in the garden in good weather and in a designated visiting room. This was accessed from the outside by the relative and designed to prevent the introduction of infection. Relatives were supported to visit inside the home, in exceptional circumstances, in line with government guidance, such as end of life support. During the home's COVID-19 outbreak all visiting stopped except for exceptional circumstances. The registered manager was aware of changes in visiting guidance and was organising this in line with government guidance.

People had been supported to self-isolate during the home's COVID-19 outbreak. The layout of the premises supported the cohorting of COVID-19 positive and negative tested people, although it had been assessed as too distressing for people to do this. People who lived with dementia and who could not successfully self-isolate in their bedroom, had been supported to remain segregated from others. Before and after the outbreak social distancing guidelines were followed.

Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and were supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection. In instances where this had not possible, the registered manager had put measures in place to mitigate the risk.

Action had been taken to reduce the risk of infection spreading. The provider had ensured adequate supplies of personal protective equipment (PPE). All staff, including laundry and kitchen staff, had received training and support in relation to the use of PPE. Staff had been provided with infection, prevention and control (IPC) training as well as other COVID-19 related training. The registered manager observed staff practice ensuring they followed correct PPE and IPC guidance.

People and staff were tested in line with national guidance for care homes. Testing had helped the registered manager identify when full infection control measures needed to be implemented and when staff

needed to self-isolate.

All areas of the home were well ventilated, looked clean and were uncluttered supporting easy and effective cleaning. Cleaning had been enhanced including cleaning of frequently touched surfaces to reduce the risk of infection spreading. Footfall through the home had been reduced by the different use of the buildings entrances and exits. Decontamination of the premises had been completed post outbreak. Arrangements were in place for the safe handling of laundry and waste.

The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference. The registered manager and staff had reflected on the COVID-19 outbreak to help inform any adjustments needed to their COVID-19 management and outbreak plan.

People's care and health needs had continued to be monitored and supported throughout the home's outbreak. Healthcare professionals continued to provide support to maintain people's health including the provision of the COVID-19 first vaccination.

People were supported with activities and engagements which met their health and wellbeing needs, in a safe manner and which reduced the risk of infection spreading.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following safe and correct infection prevention and control procedures.

Inspected but not rated

Hill Ash House Care Centre

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 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.

This inspection took place on 2 March 2021 and was announced.

Is the service safe?

Our findings

- 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 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.