

HC-One Limited

Ashgrove Care Home - London

Inspection report

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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

Ashgrove Care Home – London is a care home providing personal and nursing care to up to 50 older people, some of whom were living with dementia. The service is managed by HC-One Limited, a national provider of nursing and care homes. There were 28 people using the service at the time of our inspection.

We found the following examples of good practice.

Following a recent outbreak where both staff and people who used the service became unwell, the provider had responded appropriately and promptly to contain the infection and prevent further spreading.

There were effective systems in place for infection control and prevention. These included a decontamination program and effective cleaning regime, supply of personal protective equipment (PPE) for staff, and regular audits. The management team undertook unannounced checks day and night to help ensure staff followed procedures.

The environment was suitable to help reduce the risk of the spread of infection. Care was provided over two floors, and staff worked exclusively on a specific floor. People and staff were reminded to social distance where possible, and information about this was displayed. There were appropriate systems in relation to laundry and the disposal of clinical waste.

People who were unwell were cared for in their rooms for a period of isolation. Guidance for staff about following good infection control when entering and leaving the rooms were displayed clearly on bedroom doors.

Each person using the service had a comprehensive COVID-19 care plan and risk assessment in place. These outlined how to support the person according to their individual needs, and how to minimise risks to their safety and wellbeing.

The provider undertook regular testing for staff and people who used the service. They had introduced a Lateral Flow test. This is a test which gives a result within 15 minutes. This meant they could ensure visitors had tested negative before being allowed to enter the premises.

At the time of our inspection, families were not allowed to visit. However, the staff facilitated telephone and video calls so people could maintain contact with their relatives.

The provider liaised regularly with healthcare professionals and sought advice where necessary, to help ensure people who used the service received the care they needed. Staff carried out frequent checks and observations such as temperature checks and these were recorded. They knew how to recognise symptoms of COVID-19 and what action to take if someone became unwell.

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

Ashgrove Care Home - London

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 6 January 2020 and was unannounced.

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 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.