

Ramos Healthcare Limited

# Acacia Court

## Inspection report

17-19 Roe Lane  
Southport  
Merseyside  
PR9 9EB

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Date of inspection visit:  
14 December 2020  
17 December 2020

Date of publication:  
08 January 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

Acacia Court provides accommodation and personal care for up to 27 people some living with dementia. Communal facilities include bathrooms, lounges, dining rooms and an accessible garden area.

We found the following examples of good practice.

Relative's provided really positive feedback and were appreciative of the manager and staff's support in helping them maintain contact with their family members. Comments shared included, "We couldn't be happier, the manager has helped us to safely meet our relative and its just so reassuring" and "They have maintained contact with us throughout this pandemic, nothings too much trouble, we know they are safe and well looked after."

The provider has built a summer house/pod especially for visitors to the service.

Staff were provided with current infection prevention and control (IPC) guidance and the registered manager worked effectively with them to ensure they followed correct IPC procedures. . Staff completed IPC training and the registered manager was arranging further updates.

Well stocked and clearly signed personal protective equipment (PPE) stations were located around the service. Staff were observed using correct PPE when carrying out their duties.

People told us staff always wore the correct PPE and they felt safe whilst living at the service. Relatives were very positive and felt assured their family members were safe and well cared for.

Staff told us they felt safe at work and well supported by the registered manager and senior staff.

Further information is in the detailed findings below.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

## Is the service safe?

Inspected but not rated.

Inspected but not rated

# Acacia Court

## **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 infection control and prevention measures the provider has in place.

This inspection took place on 14 and 17 December 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 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.