

Bupa Care Homes (BNH) Limited

Ashby Court Care Home

Inspection report

Tamworth Road
Ashby De La Zouch
Leicestershire
LE65 2PX

Tel: 01530560105

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09 February 2021

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21 April 2021

Ratings

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

Summary of findings

Overall summary

Service type

Ashby Court Care Home is a two-storey nursing home providing personal and nursing care for up to 60 older people. At the time of the inspection there were 56 people using the service. On the ground floor there are bedrooms for people receiving residential care, a large dining room and two communal lounges. On the first floor, there is a separate unit for people living with dementia with bedrooms and there are bedrooms for people receiving nursing care.

We found the following examples of good practice.

The provider had reduced the number of external agencies visiting the service as much as possible. For example; the weekly GP round was completed by video conference unless people required urgent care. Staff covered shifts if there was a shortfall, removing the need for agency staff for the past year.

The provider was following best practice guidance when visitors came to the home. Information and instructions were given prior to arrival and all pre booked visits were tested and screened on arrival. Staff adhered to personal protective equipment (PPE) and social distancing guidance.

People were supported to see visitors in a designated room which had a floor to ceiling glass divider to ensure people's safety. Visits were limited to allow for 15 minutes of cleaning before the room was used again. There was a restriction of two visitors allocated to each person to reduce the number of people in the service. Between visits people were encouraged to use video calls and phones to maintain a connection with friends and relatives.

There was a designated wing of the building for new admissions where people arrived from hospital or the community and those who tested positive. These rooms had a rose on the door to ensure staff knew who was isolating. PPE stations were situated outside each person's room. Only designated staff worked in this area of the service and there was a separate lift, lounge and kitchen to ensure separation.

All people had a weekly risk assessment completed to ensure they were safe to receive visitors. Staff also went through a weekly risk assessment to ensure they were safe to be at work. Where it was decided staff were at risk they had isolated at home, or put on duties classed as lower risk

All staff underwent a rapid COVID-19 test and a more comprehensive test once a week as well as being screened for any symptoms on arrival.

Dining had been reduced to two people per table as it was decided dining alone was a detriment to their wellbeing. The lounges and other areas had chairs removed and those remaining were distanced to ensure anyone sitting down was socially distanced.

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

Ashby 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 February 2021 and was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

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.