

Coate Water Care (Arbory) Limited

Arbory Residential Home

Inspection report

London Road
Andover Down
Andover
Hampshire
SP11 6LR

Date of inspection visit:
21 December 2020

Date of publication:
14 January 2021

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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

Arbory Residential Home is a care home, without nursing, accommodating up to 60 people. The accommodation is arranged over two separate units. The Lodge is a converted manor house and supports people living with dementia and mental health needs. The Court is a purpose-built extension focusing on supporting people living with dementia.

Arbory Residential Home had been identified for use by the local authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status with 19 beds available. During this inspection we only looked at the identified designated setting. At the time of inspection there was no one staying in the designated care setting which is one floor with a separate entrance and lift.

We found the following examples of good practice.

There was a separate entrance, exit and lift for the designated setting. There was a separate entrance to the laundry and clear procedures in place to ensure laundry from designated setting will only be taken to the laundry after all other laundry has been completed.

The provider has learnt from their other designated settings that people tend to not stay very long, five to six days on average. People come with an onward plan already in place so the provider will liaise with the relevant people to support transition.

The provider will support people to maintain their skills as much as possible; the aim will be for people to leave with the same skills they had on going into hospital (as they are aware that there may have been a decline as a result of hospital stay and they may need additional support). They will assess people on an individual person centred basis and provide a detailed risk assessment.

The provider had also identified, from their other designated settings, that people's contact with relatives had been inconsistent by the time they come to them. One of the first things they do is support people to call/contact their relatives. Setting up chat calls to family they found was a really important part of settling in.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe

Inspected but not rated

Arbory Residential 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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 21 December 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.