

HC-One Limited

# Ashgrove Nursing Home

## Inspection report

9 Dudley Wood Road  
Netherton  
Dudley  
West Midlands  
DY2 0DA

Date of inspection visit:  
17 August 2020

Date of publication:  
26 August 2020

Tel: 01384413913

Website: [www.hc-one.co.uk/homes/ashgrove](http://www.hc-one.co.uk/homes/ashgrove)

## Ratings

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

# Summary of findings

## Overall summary

Ashgrove Nursing Home is registered to provide accommodation and nursing care for up to 57 people. It specialises in the care of people living with dementia and older people. At the time of our inspection they were supporting 43 people.

We found the following examples of good practice.

- People were supported to maintain contact with their family and friends. All visiting was pre-booked and in designated areas within the garden; this helped to stagger visits and prevented more than one visitor. People also kept in touch with their relatives and friends by the use of SKYPE calls, window visits and postcards.
- The manager had purchased a hand washing kit to utilise as a practical training session with staff; this enabled staff to see visually how easily the virus could be transmitted by not washing their hands effectively.
- Discussions were held with staff to reduce any anxieties they felt; in particular with staff in high risk groups and the provider had signposted and supported them to access health and wellbeing services if needed.
- The provider had developed a COVID 19 APP for managers. The manager recorded key information daily such as temperature readings, staffing levels and PPE supplies. This enabled the provider to have a good oversight of the current situation at the service.
- Practical competency observations of staff were in place and completed by the Infection Prevention and Control (IPC) champions, this included handwashing and donning & doffing. A WhatsApp group had been set up for staff to share current IPC guidance.

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**

# Ashgrove Nursing 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 17 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## 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 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.

We have also signposted the provider to resources to develop their approach.