

# Warmest Welcome Limited

# Ashgrove House

## Inspection report

116 Manygates Lane  
Wakefield  
West Yorkshire  
WF2 7DP

Tel: 01924255540

Date of inspection visit:  
20 January 2022

Date of publication:  
31 January 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Ashgrove House is a care home providing personal care to older people, including people who are living with dementia and older people with physical disability. The service can support up to 30 persons in an adapted, four-storey, detached Georgian house. The service provides both residential and day care. On the day of the inspection there were 21 people in the service, one of whom were on day care and one of whom was in hospital.

We found the following examples of good practice.

We observed systems and processes in place, in line with guidance, to ensure visitors to the home did not introduce and spread Covid-19. All visitors, including professionals, were subject to a range of screening procedures, including showing evidence of Covid-19 vaccination and a negative lateral flow test before entry into the home was allowed.

Staff followed government guidance in relation to personal protective equipment (PPE). We saw all staff were wearing face masks. Hand sanitiser and PPE was readily available throughout the service. The home had sufficient supplies of PPE.

All staff and people living at the home were being Covid-19 tested in line with current guidance. Appropriate processes were in place should anyone display any symptoms of Covid-19.

The care home was clean, well maintained and odour-free. There were cleaning schedules in place.

Staff supported people's social and emotional wellbeing. Alternative forms of maintaining social contact were in place including video calls. The home had made adaptations to create a visitors' 'pod' to allow partitioned visiting without having to enter the care home. At the time of our inspection the home had paused some visits due to a recent outbreak. Visiting was due to resume in line with guidance.

All staff had undertaken training in infection prevention and control (IPC) and PPE.

Policies and audits relating to infection prevention control, including coronavirus were up-to-date. We saw that regular IPC audits had been undertaken and the home had actioned the findings of the audits.

## 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 House

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 20 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.