

Bondcare (London) Limited

# Ashwood Care Centre

## Inspection report

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06 November 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Ashwood Care Centre is a care home with nursing for up to 70 older people, some who are living with dementia. At the time of our inspection 65 people were living at the service.

We found the following examples of good practice.

The provider had suitable procedures for infection control and prevention, including regular audits, effective cleaning regimes and personal protective equipment (PPE) for staff. The staff had training around COVID-19, infection control and how to use PPE. The management team carried out checks and supervised staff to help make sure they followed procedures.

The environment was set out to minimise the risk of the spread of infection. Each unit was self contained and staff worked exclusively in specific units. People using the service were supported to social distance where possible. There were dedicated cleaning staff for each unit and appropriate systems for dealing with laundry and clinical waste.

People with infections were cared for in their rooms for a period of isolation and there were procedures to ensure good infection control when entering and leaving these rooms. The staff had created comprehensive care plans and risk assessments for each person which outlined how they should be cared for and how risks to their safety and the safety of others could be minimised.

The provider had appropriate visiting arrangements which took account of people's safety and well-being. Families were able to visit people who were very unwell and those who were dying. The arrangements around this were designed to minimise risks whilst allowing people this important contact at a time when they and their families needed this.

The provider carried out regular testing for staff and people using the service. They had responded appropriately following test results and when people displayed symptoms which could be related to COVID-19. The staff carried out daily observations on people's well-being, such as oxygen levels, temperature checks and blood pressure. They increased monitoring and adapted people's care when these checks indicated a change in their health. The registered manager had regular discussions with external healthcare professionals during which they highlighted any concerns they had about people's safety, health or well-being.

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**

# Ashwood Care Centre

## **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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 6 November 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 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.