

The Orders Of St. John Care Trust

Ashwood Care Centre

Inspection report

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12 November 2020

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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

Ashwood Care Centre is a purpose-built, three-storey care home. At the time of our inspection, 80 people were receiving care at the service. The service can support up to 82 people.

We found the following examples of good practice:

- People were supported to have friends and family visit them safely. There were also plans for a permanent visitors room to be introduced at the home. Visits were supported by a staff member, to support social distancing. People were also supported to have phone and video calls with their relatives.
- Staff and visiting professionals were required to change their clothing when arriving at the home. They also had to adhere to thorough infection control measures upon entering the home. These included having their temperature taken, hand-washing, and putting on personal protective equipment (PPE). The PPE available included gloves, aprons, and face coverings.
- Staff were tested weekly and people were tested monthly for COVID-19, or if they displayed symptoms. The registered manager had a thorough understanding of safe isolation processes in the event of a positive test result. Some people had been required to shield in the home and were supported in their bedrooms. People newly admitted to the home were tested and supported to isolate for the required period.
- The registered manager was kept up to date about all national guidance updates. This was communicated to people and staff at different meetings. People and staff from black and ethnic minority backgrounds, and those in high-risk health categories were risk-assessed to ensure all required safety measures were put in place to support them.
- The home was clean throughout and thorough cleaning schedules were in place. We observed staff wearing face coverings, socially distancing and washing their hands thoroughly. Staff had received additional training specifically around the use of PPE, supporting people with COVID-19, and infection prevention and control.
- Staff spent time with people in communal areas, which were laid out to support safe social engagement. Activities took place in small groups, or on a one-to-one basis. Activity staff were allocated to a floor for the day, to avoid the risk of mixing with too many vulnerable people in one day.

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.

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.

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.

This inspection took place on 12 November 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.