

Mentaur Limited

# Aurora

## Inspection report

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Tel: 01604717249

Date of inspection visit:  
10 November 2020

Date of publication:  
25 November 2020

## Ratings

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

# Summary of findings

## Overall summary

Aurora is a residential care home for up to eight adults with learning disabilities. Aurora is a large house with accommodation on three floors and a large communal open-plan lounge/dining-room/kitchen in a ground floor extension at the rear of the property. There were eight people in residence when we visited.

We found the following examples of good practice.

- The service booked visits for families and friends and staggered the times of visits to reduce the risk of infection transmission between people. Visits took place in the garden. Visitors had their temperature taken before entering and provided their contact details for test and trace purposes. Visitors were given Personal Protective Equipment (PPE), including hand sanitiser and face masks, which they had to wear throughout their visit. The service had detailed pictorial guidance to people living there, staff and visitors on how to put on and take off PPE. The home used video calls to make sure people had regular contact with their families and friends and to provide people with activities.
- Staff were allocated to work in specific shifts, with specific colleagues to reduce the risk of spreading infection. The service had plans in place to ensure that, where people had to isolate zoning was able to be managed.
- The service had an infection prevention and control process in place. The provider was regularly testing people and staff for Covid-19, in accordance with government guidance.
- The provider supported people and staff to stay safe. Staff had been trained and were confident in the management and prevention of infection. Additional measures had been introduced to clean the service and make sure the risk to people and staff was reduced. Staff had individual Covid-19 risk assessments. Examples included, staff in higher risk categories, including Black, Asian and Minority Ethnic staff. The provider's infection prevention and control policy and business contingency plan had been updated to include Covid-19.

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**

# Aurora

## **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 10 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 some what assured that the provider was using PPE effectively and safely.

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

- 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.