

Aspens Charities

# Ellasdale Road

## Inspection report

5 Ellasdale Road  
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26 March 2021

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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

Ellasdale Road is a care home registered to provide personal care and accommodation to six people. The service specialises in caring for people with autistic spectrum conditions and learning disabilities. The home has a large garden and is located close to local facilities, including shops and the beach.

We found the following examples of good practice.

Staff had supported people to understand the COVID-19 pandemic and the reasons for the restrictions in place. A relative told us, "When we did see (name of person) we talked about the virus and I could tell he understood. He wasn't thrown by it. That just proves they were obviously explaining things in a way he would understand. It definitely helped to keep him on an even keel."

People had been supported to continue an active lifestyle, despite the restrictions caused by the pandemic. Staff accompanied people to access the community and go for walks and new activities, such as online Zumba, had been trialled.

Relatives spoke positively about the care provided and the way the home had communicated with them throughout the pandemic. One relative told us, "The communication has been excellent. They are very open." Another said, "They have done whatever they can to make it possible for us to visit and I have every confidence."

Relatives had recently been able to resume visits. There were clear procedures in place, including testing, temperature checks and wearing of personal protective equipment (PPE). A lounge area had been made available for visits, which were by appointment. When visiting had not been possible, people had been supported to keep in touch via telephone and video calls. One relative told us, "They did their utmost to facilitate how we kept in touch with (name of person)." Another said, "They have been brilliant, I can't praise them enough."

Staff felt supported. There was a provider funded external counselling line that staff could access free of charge. The acting manager was a counsellor and used counselling skills to support or signpost staff as appropriate. One staff member told us, "If I do need help I talk to (acting manager) and he is very supportive."

The provider had a clear and user-friendly infection prevention and control policy, which included links to additional guidance. There were clear procedures in place, which were understood and followed by staff. All staff had received additional training to support them in their roles during the pandemic.

## 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**

# Ellasdale Road

## **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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 March 2021 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.