

# Caretech Community Services (No.2) Limited

## Ashwood Place

### Inspection report

Sunnyside Close  
Hitchin  
Hertfordshire  
SG4 9JG

Date of inspection visit:  
16 February 2022

Date of publication:  
04 March 2022

### Ratings

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

## Overall summary

Ashwood Place is a purpose built eight bedded bungalow providing accommodation and personal care to people with learning disabilities and autistic people. Each person had their own bedroom, some with ensuite facilities and some with shared bathroom facilities. There was a communal lounge, dining room, kitchen and garden area. There were eight people living at the home at the time of the inspection.

We found the following examples of good practice.

Staff followed current government guidance to support people who were isolating to be safe and ensure they received all the care they required. Risk assessments were in place to reduce the risks of COVID-19.

The service followed guidance and local health protection team advice for agreeing a temporary restriction on visiting people inside the home due to the outbreak of COVID-19. The registered manager discussed this with people and relatives. Maintaining contact by use of telephone and video calls was also used.

Systems were in place, when not in an outbreak, to support visiting. Visitors were asked to take a lateral flow test with a negative result, have their temperature taken and make use of available Personal Protective Equipment (PPE) prior to entering the building.

Staff had received training on how to use PPE. Staff used PPE correctly and told us they had access to plenty of supply.

The service was clean and tidy in most internal areas. Staff regularly cleaned frequently touched surfaces. There were no unpleasant odours in the home.

## 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**

# Ashwood Place

## **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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 16 February 2022 and was unannounced.

# 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 somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. This was because the sensory room required deep cleaning and external areas of the home required cleaning to clear rubbish that had collated in the garden and driveway.

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

- 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 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.
- The provider encouraged safe visiting in line with current government guidance. For anyone who was unable to visit in person, people were supported to stay in touch with telephone or video calls.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.