

Leonard Cheshire Disability

# Agnes Court - Care Home with Nursing Physical Disabilities

## Inspection report

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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

Agnes Court - Care Home with Nursing Physical Disabilities is a purpose-built service registered to provide accommodation, personal and nursing care predominantly to adults living with physical disabilities. The service was fully occupied at the time of our visit and there were 24 people living at the service.

We found the following examples of good practice.

The provider ensured consideration had been given to the impact of the pandemic on people's and staff wellbeing. Risks assessments surrounding activities people attended took place; for example, to ensure social distancing during the rehabilitation activities or the meal service. Workplace risk assessments had been carried out with staff, these considered their individual health conditions and suitability of the personal protective equipment (PPE).

The registered manager told us there was a 'we're all in this together' approach at the service. A staff member told us as a team they took the infection control good practices very seriously and added, "We all took on board the requirements and got on with it. Staff would challenge each other, it's all not just to protect the people but also ourselves."

There was a sufficient stock of the PPE and the provider's head office was responsible for ensuring the PPE supplied complied with the quality standards. Staff had training sessions around infection control and how to correctly use the PPE. Learning sessions were also facilitated by the nurse for people to reassure them about the reasons for using the PPE.

There was a system to ensure safe admissions, this included allowing a new admission or a person returning from hospital, only after a negative result of the test had been confirmed. The management team were aware of zoning and co-horting rules should these needed to be implemented.

Additional cleaning schedules had been introduced to reflect additional tasks such as cleaning of the frequently touched surfaces. Regular audits took place and led to making improvements, for example, an introduction of another laundry room.

There was a regular communication, this included a regular update for people and their relatives to share for example, any changes to the visiting policy. Information of sources of support to staff, including who to contact when worried and how to access wellbeing initiatives was also available.

The provider ensured regular testing for Covid-19 took place for both people and staff. The provider's head office team ensured the relevant policies were reviewed and updated to reflect the government's most recent good practice guidance.

On arrival to the service infection control procedures were explained to visitors and a declaration form given

to be completed. It included the temperature of the person taken at the time. If needed, visitors were provided with the appropriate PPE, in line with the government guidelines. A garden visiting suite had been installed to safely facilitate relatives' visits when the weather allowed. On the day of our visit we saw the delivery of a see-through screen ready to be installed in the activities room with an access from the outside to safely facilitate indoor visits.

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**

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## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 20 November 2020 and was announced.

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.

# 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.