

Ashley Gardens(Uk) Ltd

# Ashley Gardens

## Inspection report

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16 February 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

Ashley Gardens is a purpose built care home registered to provide care and accommodation for up to 47 people. The service specialises in providing care for older people, some of whom are living with dementia.

We found the following examples of good practice.

At the time of our inspection only one person newly admitted to the home was required to isolate in their room. People who had been living at the home during the COVID-19 outbreak had completed their period of isolation. Due to people's dementia and memory loss it was not always possible to ensure people remained socially distanced. Staff were supporting people to make use of a variety of communal spaces, the registered manager had made some environmental changes to communal areas by removing some seating and rearranging the dining area, this encouraged people to sit socially distanced when possible.

The registered manager had implemented COVID-19 policies and procedures. Staff had been kept updated by regular emails and during handover at the start of each shift, this ensured staff were aware of any changes to guidance. Information was also displayed around the home in relation to Personal Protective Equipment (PPE) how to put on and remove PPE safely and correct handwashing procedures. PPE stations were located around the building with plenty of excess stock available for staff to access if needed. Alongside normal cleaning routines, the registered manager had implemented enhanced cleaning schedules to incorporate regular cleaning of high touch areas.

Risk assessments and infection prevention control audits had been completed. These included environmental and individual risks for visitors, people and staff. Individual COVID-19 risk assessments considered each person's associated risks. These included physical and mental health and wellbeing, as well as any underlying health conditions, for example diabetes, ethnicity and pregnancy. Risks had also been considered in relation to staff who lived together and safe travel to and from work.

The home had experienced a high number of people and staff with COVID-19. The registered manager was particularly proud of how supportive and resilient staff had been throughout the COVID-19 outbreak at the home. Despite a large number of people and staff being affected, staff had remained committed to providing care and support to people. The registered manager had worked closely with the local authority and market support team and taken steps to ensure staffing levels were maintained. This included moving into the service and working alongside current and agency staff to provide care to people whilst high numbers of staff were unwell or isolating.

A programme of regular COVID-19 testing was in place. Measures had been implemented to ensure people and staff entering the home did so following current guidance. This included temperatures being taken on arrival, Lateral Flow COVID-19 testing when appropriate and PPE being used.

## 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**

# Ashley Gardens

## **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 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 16 February 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.