

Milkwood Care Ltd

# Applewood Care Home

## Inspection report

Coopers Lane  
Bramley  
Basingstoke  
Hampshire  
RG26 5BZ

Date of inspection visit:  
05 January 2021

Date of publication:  
18 January 2021

Tel: 01256881756

Website: [www.elderlycare.co.uk](http://www.elderlycare.co.uk)

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Applewood Care Home is a residential care home which provides care for older people who may be living with dementia. It can accommodate up to 39 people. The home is a two storey building with lift access to the upper floor. There are two enclosed gardens.

We found the following examples of good practice.

- During the outbreak, the provider ensured only people at the end of their lives received visitors indoors, in accordance with national policy.
- The provider had in place effective measures, to ensure when visits resumed, these were safe. Visitors booked an appointment and completed a form about their health prior to visits.
- Staff had designed and built a cleanable visiting 'pod' for visits within the service, for the safety of people, staff and visitors. There was also a summer house in the garden, which in addition to a gazebo had been used in the summer for visits to people.
- People were well supported by staff to have telephone and internet contact with their relatives. The service had four iPads, to facilitate contact.
- Staff ensured people's welfare had been maintained and they had sufficient stimulation.
- Staff had used the Clinical Commissioning Groups (CCG's), 'COVID Oximetry at home service,' during the outbreak. Staff monitored and reported people's oxygen levels to a 'virtual ward,' which enabled the early detection of deterioration in people and rapid intervention and treatment.
- Staff had supported people to uptake their COVID-19 vaccination.
- The service had ample communal areas, which were well used, to ensure people could socially distance.
- Processes were in place to ensure when the service resumed admitting people, they were admitted safely and self-isolated for 14 days, in accordance with national guidance.
- Staff had received relevant training in infection prevention and control and used the PPE provided appropriately.
- Staff and people had been tested for COVID-19 in accordance with national guidance.
- Staff ensured the service was regularly cleaned and the environment was adequately ventilated.
- The provider had processes in place to ensure vulnerable staff had been identified and supported appropriately. Changes had been made, to ensure staff staggered their break times and had access to sufficient space for their breaks to enable social distancing.
- Many of the staff were trained to work across more than one department, which meant they had able to cover other roles when colleagues were absent.

## 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**

# Applewood Care Home

## **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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 5 January 2021 and was unannounced.

# 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.