

South West Care Homes Limited

Ashley House - Langport

Inspection report

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Somerset
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Date of inspection visit:
17 March 2021

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12 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Ashley House is a residential care home providing personal care and support for up to 25 people, some of whom may be living with dementia. At the time of inspection, 15 people were living at the service.

We found the following examples of good practice.

There were systems in place to support relatives and friends to visit people in their own room. Temperature and general health checks as well as lateral flow tests were undertaken to help ensure visitors were free from COVID 19. This helped to ensure people were guarded against the risks of infection.

Staff and people living at the service were routinely being tested for COVID 19 in line with national guidance.

The service had erected a wooden gazebo which helped to provide an outdoor space for people to meet visitors during clement weather.

Staff had been supported to work safely by turning one bedroom into an office space. This allowed staff to socially distance.

There were weekly multi-professional meetings held via social networking with professionals. This helped to ensure staff had good access to timely specialist advice and support, particularly if they had concerns about people's health and well-being.

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

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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.

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 17 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

However, the layout and management of the laundry did not ensure there was good separation of clean, dirty and soiled laundry items. Access to the handwash basin in the laundry was hampered by equipment in front of it. There was no hand soap, hand sanitiser or paper towels available in the laundry. We discussed this with the registered manager and the operations director. They agreed to review the laundry space and consider alternatives, both short term and longer term. The registered manager took action to address the lack of hand hygiene products in the laundry and ensure easy access to the handwash basin.

- 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.

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