

Bupa Care Homes (BNH) Limited

# Allington Court Care Home

## Inspection report

Lye Lane  
Bricket Wood  
St Albans  
Hertfordshire  
AL2 3TN

Tel: 01923894542

Date of inspection visit:  
23 March 2021

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07 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

### About the service

Allington Court Care Home provides accommodation for up to 44 older people, including people living with dementia. On the day of the inspection there were 35 people using the service.

### People's experience of using this service and what we found

People's individual mobility needs were assessed and appropriate support provided. Staff received training relevant to their roles and their competencies to support people safely were monitored.

Any accidents or incidents in the home were managed appropriately and external bodies notified as required.

Staff wore personal protective equipment (PPE) in line with current guidance and an enhanced cleaning schedule was in place and monitored.

Visits were being supported in line with current guidance and staff also supported people to have video calls and face time with family and friends.

We were assured the service were following safe infection prevention and control procedures to keep people safe.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 05 June 2020).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about how people's mobility needs were supported. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Allington Court Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about how people's mobility needs were supported.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

Allington Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Notice of inspection

This inspection was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

#### During the inspection

We spoke with four members of staff including the regional manager, the registered manager and care workers. We observed staff interacting with people, providing support following IPC guidelines. We reviewed

a range of records. These included safeguarding and incident reports, daily care notes and falls analysis.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about how people's mobility needs were supported. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- People's mobility needs were assessed on admission to the home and regularly reviewed to help ensure the support provided continued to meet people's changing needs.
- Staff competency was assessed as part of management daily checks and observations. Where any issues were identified these were addressed immediately and confirmed during supervision.
- People were calm and content talking and interacting with staff and management alike. We observed staff supporting a person to mobilise independently with a walking frame. The support provided was gentle and appropriate giving the person confidence to take further steps.
- The registered manager reported any unwitnessed falls or unexplained bruises appropriately to the local authority safeguarding team and to CQC for external scrutiny.

### Preventing and controlling 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.