

HC-One Limited

Acacia Care Centre

Inspection report

12 Sherwood Rise
Sherwood
Nottingham
Nottinghamshire
NG7 6JE

Tel: 01159621186

Website: www.hc-one.co.uk/homes/acacia

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24 November 2020

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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

Acacia Care Centre is a residential home providing nursing and personal care for up to 47 people. The building is over two floors with communal areas for dining and relaxation on both floors. At the time of the inspection there were 26 people living at the service.

We found the following examples of good practice.

- The service had a clear admissions policy to ensure people were admitted to the service safely.
- The provider ensured there was sufficient stock of Personal Protective Equipment (PPE) in place including masks, gloves, aprons and hand sanitiser. Infection control policies had been updated to reflect the current national guidance and staff were wearing this appropriately.
- The service had infection control champions who performed training and checks on staff wearing Personal Protective Equipment.
- There was a testing programme in place for staff and people living in the service. This was to ensure if any staff or people had contracted COVID-19 and were asymptomatic, this was identified and acted upon in a timely way.
- The registered manager performed regular audits and had identified furniture that needed changing to allow easier cleaning. Cleaning of the home had been increased and a new steam cleaner had been purchased to clean carpets.
- New visiting arrangements were being made in a spare bedroom which had direct access from the garden. The room was being emptied, deep cleaned and adapted so family members could safely see their loved ones.
- The laundry room had a separate entrance and exit to minimise cross infection. The service had implemented sealed garment bags to return clean clothing to people's rooms.
- The service had supported one member of staff to change their hours of work to minimise the staff use of public transport.
- The registered manager performed daily walks round the home to support and monitor staff. They conducted daily senior staff 'flash' meetings in order to identify problems and rectify issues quickly. Staffing had been restructured in order to restrict staff to zones. Spare rooms had been utilised for PPE and linen storage to minimise staff movement.
- Ornaments and frequently touched items had been removed and the home utilised small seated areas around the home for people to use, rather than having everyone in one area in order to reduce the risk of cross infection.

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

Acacia Care Centre

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 24 November 2020 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.