

Bupa Care Homes (BNH) Limited

Ashley House Care Home

Inspection report

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26 August 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

Ashley House Care Home 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.

Ashley House Care Home is a care home with nursing which provides accommodation, personal care and nursing care for up to 44 people older people. At the time of our inspection 33 people were living there.

We found the following examples of good practice at Ashley House Care Home.

- The service had set up a covered area in the enclosed garden for people's visitors. A clear screen between people and their visitor was in place to reduce the potential risk of spread of infection.
- Visitors were required to book appointments to see people to ensure visits were spread out. This was to reduce the potential risk of Covid-19 transmission between visitors and to allow the staff team to clean and sanitise the visiting area between visits.
- A manager oversaw the visits for each day to ensure guidance was followed and visits could go ahead safely for people and their visitors.
- Hand hygiene training was provided on site by deputy manager. A blue light torch was used to do spot checks to reinforce the importance of good hand hygiene to staff.
- One person wished to move into the care home from their own home. Testing for Covid-19 was required but not available for the person in the community. The care home arranged a test on their behalf and so enabled the person to move in.
- People were supported to stay socially engaged and not to become lonely. Staff helped people keep in touch with family members and friends and to join in socially distanced group activities or one to one conversations with a staff member.
- To improve infection control the care home had started using an anti-bacterial 'fogger' in recently vacated rooms to reduce risks before staff started cleaning.
- People's and staffs' temperatures were checked twice daily, as well as monitoring for other Covid-19 related symptoms.
- People moving into the home were isolated for 14 days as a precaution. Effective measures were in place, such as a dedicated staff team and a suitable individual room to reduce the potential spread of any 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

Ashley House 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 26 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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.

We signposted the provider to review their procedures for screening visiting maintenance workers and to review social distancing for staff using the lift. Action was taken immediately by the deputy manager to ensure consistent screening procedures were in place and to review social distancing practices.