

Bupa Care Homes (AKW) Limited

# Ardenlea Grove Care Home

## Inspection report

19-21 Lode Lane  
Solihull  
West Midlands  
B91 2AB

Tel: 01217059222

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03 March 2021

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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

Ardenlea Grove Care Home provides personal and nursing care for up to 60 younger adults, older people, people living with dementia and people with physical disabilities. Some people stayed at the home for a short period of time in intermediate care beds (ICU). The ICU beds are for people who are ready to leave hospital but require further assessment to determine their longer-term needs. At the time of our inspection 51 people lived at the home.

We found the following examples of good practice.

- On arrival visitors were screened for symptoms of COVID-19. Their temperatures were recorded, and they were required to complete a lateral flow test. The checks helped to ensure visits took place safely in line with current guidance.
- A visiting pod partitioned by a clear glass screen was in use. This meant people and their visitors were able to spend time together in a safe environment. An extra staff member was on duty to coordinate visits and clean the pod between use.
- Computer tablets had been purchased to support people keep in touch with others who were important to them via video calls. One person wore headphones during their video calls to aid communication.
- 'Hot spot' stickers had been placed on areas that were frequently touched within the home including light switches and door plates. The stickers reminded people to frequently wash their hands after contact to reduce the transmission of infection.
- Social activities were provided seven days a week and had been adapted during the pandemic. For example, some people enjoyed going to the pub so a mobile 'mini bar' had been created.
- Engagement champions cascaded information and updates from the senior leadership team to keep staff up to date with any changes. A confidential helpline and a bereavement counselling service was available for staff to seek advice and support during the pandemic.

## 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**

# Ardenlea Grove 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 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 03 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 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.