

Mr & Mrs K Trowbridge

# Ashgrove House Nursing Home

## Inspection report

63 Station Road  
Purton  
Swindon  
Wiltshire  
SN5 4AJ

Tel: 01793771449  
Website: [www.ashgrovehouse.net](http://www.ashgrovehouse.net)

Date of inspection visit:  
24 November 2020

Date of publication:  
16 December 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Ashgrove House is a nursing home registered to provide accommodation for up to 34 people who require nursing and personal care. There were 28 people living there at the time of our inspection.

We found the following examples of good practice.

In order to reduce the risk of infection, the service introduced zoning into Covid-19 and non-Covid areas. Staff were assigned to work in specific zones only to reduce spread of the pandemic. Staff working in the Covid-19 area was issued with masks, gloves, aprons, face shields, hair caps, sleeve covers and overshoes.

The service used IT equipment in order to reduce direct contact between members of staff working in different zones. An intelligent personal assistant, a sort of cloud-based voice service, was used for staff in different zones to communicate between them, the kitchen and the management team. This reduced the possibility of cross-infection and spread of Covid-19.

The service used whiteboards with people who needed to read lips to communicate and were unable to do it due to staff wearing face masks.

Staff used the most up-to-date guidance and best practice regarding the pandemic. This was shared through a live document that was updated according to the newest guidance published by Public Health England. The document was shared in the electronic form on a closed social media group and hard copies were given to all members of staff.

The service provider used fast-testing on top of regular tests to obtain faster test results when concerned about staff or people displaying symptoms of Covid-19. Test results were communicated to staff and the provider which resulted in positive outcomes. For example, the provider was able to obtain test results and to send home an infected member of staff who was working their shift.

There were appropriate arrangements for waste managements from all the zones with separate paths used for disposal of waste.

Staff maintained social distancing and the provider installed screens in the smoking area to protect staff from cross-infection. Perspex dividers had been fitted between seating spaces in the smoking shelter.

Meals for all the zones were covered, sealed and served from different areas of the kitchen.

Staff were using separate changing facilities provided to reduce the risk of infection.

Prior to the lockdown, the service was booking visitors in at a time that suited people and was spaced out to avoid potential infection transmission with other visitors. Outdoor visits took place and visitors were also

provided with an infection prevention pack on arrival, including a mask, a face shield and disinfection gel. End of life visits were available for relatives in full personal protective equipment (PPE) for the length of 15 minutes.

The company vehicle was used with the driver in full PPE for hospital appointments. The vehicle was ventilated and disinfected after each use.

Further information is in the detailed findings below.

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

We always ask the following five questions of services.

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

Inspected but not rated

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

**Inspected but not rated**

# Ashgrove House Nursing 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 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 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.