

Salisbury Care Limited

# Aaron Court Care Home

## Inspection report

328 Pinhoe Road  
Exeter  
Devon  
EX4 8AS

Date of inspection visit:  
25 August 2020

Date of publication:  
19 October 2020

### 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

Aaron Court is a residential care home providing personal care to 21 people aged 65 and over at the time of the inspection. The service can support up to 24 people.

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

A concern raised related to staff not self-isolating after returning from a holiday abroad. We found safe procedures had been followed following staff holidays in line with current government guidance.

We found all areas of the home to be clean and free of malodours. Staff had received up to date infection control training to ensure safe working practices.

People commented: "It's very good here, I am happy. The home is clean, and staff are wearing PPE. Very good care" and "The staff are very good with using PPE and the home is clean. Had my coronavirus test this morning. I am that bit more critical about infection control measures."

The provider's infection prevention and control policy was up to date and audits were carried out to ensure the premises was meeting infection control measures. A cleaning schedule was in place to ensure the whole home was effectively cleaned on a regular basis.

### Rating at last inspection

The last rating for this service was good (published date March 2020).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns in relation to infection control and the wearing of personal protective equipment and the service not following government guidance. This inspection only looked at those risks. 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Aaron Court Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

We will continue to monitor information we receive about the service and take appropriate action which may include carrying out a further inspection.

## 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**

# Aaron Court Care Home

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

We undertook this targeted inspection to follow up on specific concerns in relation to infection control and the wearing of Personal Protective Equipment and the service not following government guidance.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Aaron 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.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

Prior to the inspection we reviewed the information we held about the service and notifications we had received. A notification is information about important events which the service is required to send us by law.

#### During the inspection

We spoke to three people to ask their views of the service they received. We also spoke with four members of

staff, which included the registered manager.

We spent a short time touring the building as soon as we arrived at the service, observing staff to check they were wearing and using PPE correctly.

In order to minimise our time at the service, we requested electronic records where possible.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We requested further records from the registered manager which were received in a timely way. These included, the service' infection control policy and the most recent infection control audit.

# 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.

### Preventing and controlling infection

- There was an indication that staff were not wearing appropriate PPE and there were not systems in place to keep up to date with the changing guidance. Once aware of the guidance the provider took action to ensure all staff were aware of this change. The registered manager signed up for updates with the local authority to ensure they did not miss any future updates.
- Staff had access to Personal Protective Equipment (PPE). In line with national guidance, both people and staff carried out effective hand hygiene and body temperatures checked on a daily basis. We observed the appropriate use of PPE during our inspection, including masks.
- A concern related to staff not self-isolating after returning from a holiday abroad. We found safe procedures had been followed following staff holidays in line with current government guidance. The registered manager was aware of the quarantine requirements following travel to certain destinations and ensured this was complied with.
- We found all areas of the home to be clean and free of malodours.
- Staff had received up to date infection control training to ensure safe working practices.
- People commented: "It's very good here, I am happy. The home is clean, and staff are wearing PPE. Very good care" and "The staff are very good with using PPE and the home is clean. Had my coronavirus test this morning. I am that bit more critical about infection control measures."
- The provider's infection prevention and control policy was up to date and audits were carried out to ensure the premises was meeting infection control measures. A cleaning schedule was in place to ensure the whole home was effectively cleaned on a regular basis.
- 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.