

## Barchester Healthcare Homes Limited

# Ashcombe

### Inspection report

Worting Road  
Basingstoke  
Hampshire  
RG21 8YU

Tel: 01256468252  
Website: [www.barchester.com](http://www.barchester.com)

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15 February 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

Ashcombe is a residential care home. The service provides accommodation with personal care for up to 33 older people some of whom are living with dementia. The home is purpose built across four floors.

We found the following examples of good practice.

The provider had acted to make sure people could have visitors safely. Temperature and symptom checks were made prior to entry. Hand washing and Lateral Flow Device (LFD) tests were also required for visitors. Family visits had been facilitated through a self-contained pod in the garden. When unable to have visits, the provider supported people with video or telephone calls to keep in touch with their family.

Where social distancing was not possible staff used other mitigation such as full personal protective equipment (PPE). Staff followed the provider's PPE guidance which reflected government guidance.

The registered manager had rules to ensure there were no more than two staff in a room at once and staff took staggered breaks to maintain social distancing. People were supported to have increased family visits if their wellbeing was affected.

The provider's admissions policy had been updated and met government's COVID-19 guidance. When new people were admitted, they were tested and isolated upon arrival.

Staff changed their clothes before and after each shift to help prevent infections being transferred to people.

Regular whole home testing was in place in line with government guidance. Staff were tested daily before the start of each shift with a lateral flow device (LFD) test.

The appearance of the home was clean and hygienic. Cleaning checklists were in place including high contact area cleaning guidance. Windows were open for ventilation. Staff laid out the dining room to enable social distancing. There was clear separation of clean and dirty laundry. COSHH products were stored safely.

The provider was supported by the local Clinical Commissioning Group (CCG) with a meeting every Monday. Infection prevention and control (IPC) and PPE training for staff was via eLearning and the home trainer. The registered manager and home trainer undertook observations of staff to check good practice.

RESTORE2 training was provided for nurses (RESTORE2™ is a physical deterioration and escalation tool for care/nursing homes).

Staff were paid by the provider if they were off due to COVID-19.

The provider had a pandemic business continuity plan in place. The registered manager completed audits

and daily IPC checks . The provider's IPC policy had been updated to include COVID-19 guidance and outbreak procedures. The provider had completed risk assessments for staff in more vulnerable groups, such as those from a black, Asian and minority background, appropriate actions had been taken.

## 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**

# Ashcombe

## **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 15 February 2021 and was announced.

# Is the service safe?

## Our findings

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.