

Indigo Care Services Limited

Ashlea Mews

Inspection report

Stanhope Parade
South Shields
Tyne And Wear
NE33 4BA

Tel: 01914559051

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29 December 2020

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01 February 2021

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

Ashlea Mews is a residential care home providing personal and nursing care to 27 people aged 65 and over at the time of the inspection.

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

The provider had good infection prevention and control (IPC) practices in the home. Staff used personal protective equipment (PPE) appropriately and followed good hand hygiene practices. The service was clean and tidy throughout.

There were enough trained staff on duty to meet people's needs.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 16 July 2019).

Why we inspected

We undertook this targeted inspection following an outbreak of coronavirus to check on IPC practices and previous anonymous concerns relating to staffing levels. 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.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

Ashlea Mews

Detailed findings

Background to this inspection

The 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. We also reviewed staffing levels as there had previously been anonymous concerns raised.

Inspection team

One inspector carried out this inspection.

Service and service type

Ashlea Mews 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

We gave short notice of this inspection. This was through a phone call to the service on the day of our visit to check it was safe.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they

plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager and deputy manager. We reviewed a range of records to enable us to review IPC procedures and how staffing levels were determined.

After the inspection

We reviewed information the registered manager sent to us.

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.

The purpose of this inspection was to check IPC practices following a recent outbreak of coronavirus and previous anonymous concerns relating to staffing levels.

Staffing and recruitment

- There were enough skilled and experienced staff deployed to meet people's needs. Staff had completed the training they needed to support people with moving and assisting.
- There was a visible staff presence around the home; staff responded quickly to people's requests for help.
- The registered manager regularly reviewed staffing levels to check they were at the correct level.
- We did not review recruitment during this targeted inspection as we had not received any concerns in this area.

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.