

The Croll Group

Ayletts House

Inspection report

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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

About the service

Ayletts House is a residential care home providing accommodation and personal care to 11 people aged 65 and over at the time of the inspection. Some people were living with dementia.

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

We received information from the local authority raising concerns about an infection outbreak of COVID-19. The registered manager had been working closely with the local safeguarding team to reflect on practice within the service.

We inspected the home to see how care was being provided against the information the local authority had shared with us. During the inspection we found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was readily available to staff and the staff were following the latest guidance.

Why we inspected

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. At the time of the inspection, we found no evidence during this inspection that people were at risk of harm.

Please see the safe section of this full report. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ayletts House on our website at www.cqc.org.uk.

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

Ayletts House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about infection control.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Ayletts House 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 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.

During the inspection

We spoke with three members of staff including the registered manager.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 comprehensive 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 received concerns about.

The purpose of this inspection was to explore the specific concerns we had received about Ayletts House. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We received concerns that people were being put at increased risk of infection, because staff were not always following best practice for disinfecting surfaces and waste management, and staff were not always wearing personal protective clothing correctly.
- When the local authority visited the service, they had taken swabs of some areas which showed the service needed to be cleaner. The service was using a detergent and disinfectant system, but the cleaning systems used had not been effective enough to ensure that surfaces were adequately disinfected. When we inspected, we found the service was clean and tidy, and cleaning schedules were in place.
- We inspected the laundry area and it was well organised and clean.
- Staff were able to describe the process to separate clean and soiled laundry to reduce the risk of cross contamination. One staff member said, "We wash people's clothes separately and use different processes for soiled laundry. We are now separating towels and bedding."
- A staff member explained the process for cleaning surfaces correctly, they said, "We use an all-purpose cleaner to clean the surface and then use a disinfectant over the top."
- The registered manager was working in line with the policies and procedures defined by the service provider and despite having an outbreak of COVID-19, systems had been quickly implemented to reduce the spread of further infection. These had been effective to reduce the number of people who became infected. For example, as soon as the registered manager had recognised the potential outbreak, they quickly zoned the service, and effectively employed barrier nursing techniques to stop the infection from spreading further between people.
- With the exception of two staff member's and one resident, everyone had been vaccinated against COVID-19.
- Staff had been given Infection Prevention Control Training (IPC) and COVID-19 training at the start of the pandemic. One staff member said, "We were given training from a local nurse, about how to use PPE and how to don and doff correctly."
- The washing machines in the laundry room, did not have a washer-disinfector or pulp macerator to dispose of waste. After the inspection, the registered provider told us this was in the process of being upgraded.
- Guidance for hand washing, personal protective equipment and infection control were displayed in the service.
- Staff had access to personal protective equipment which we observed staff wearing appropriately.

