

Hartwood Care (4) Limited

Abbotswood Court

Inspection report

Minchin Road
Romsey
Hampshire
SO51 0BL

Tel: 01794528700
Website: www.cinnamoncc.com/care-homes/abbotswood-court/

Date of inspection visit:
16 December 2020

Date of publication:
10 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

Abbotswood Court is a care home without nursing and can accommodate up to 63 people. It specialises in providing care for adults over 65, including those who may be living with dementia. There were 52 people using the service at the time of the inspection.

We found the following examples of good practice.

Measures were in place and clearly communicated to prevent relatives & friends, professionals and others visiting from spreading infection at the entrance and on entering the premises. Automated entrance doors had been fitted to reduce touch point areas, along with an automated sanitising station at the entrance. Before entry, visitors were required to answer a set of questions and their temperatures were taken using a digital thermometer. An electronic signing in system had replaced the previous paper-based system.

Safe visiting was facilitated through the summer using three large garden gazebos, social distancing and an appointment system. A visiting room with separate entrance from the garden was also available during the winter. A Perspex screen and a hearing loop was fitted in the visiting area to assist communication while keeping to social distancing. An ozone machine was used to clean the visiting area after each visit.

People were encouraged to sit two metres apart during activities. All group activities were still taking place but with smaller numbers and some activities now taking place via Zoom, for example a recent Christmas carol concert with other homes in the Cinnamon group. One to one activities were conducted in people's rooms and there was a new wellbeing programme to support those who had moved in and had to shield for 14 days without being able to see their families.

The staff room was arranged into 'zoned' areas and tables for staff working on each particular floor of the home. No more than two staff from each zone were permitted to use the staff room at any time.

Potential new admissions were tested for Covid-19 either at the hospital or before admission from the community by Abbotswood staff. A risk assessment was completed on admission. All admissions followed a 14-day isolation period in their bedrooms. There were specific laundry procedures for new admissions to the home, i.e. their clothes arrived 72 hours in advance of admission and were treated using ozone and labelled.

There were clear procedures in place for donning, doffing and disposal of personal protective equipment (PPE) and staff demonstrated knowledge of these. There were designated areas for donning and doffing PPE. Staff responded to the needs of people living with dementia, using eye contact and providing reassurance. Care plans contained relevant information about this. Staff used a tablet and text to support a person who was hard of hearing.

Staff were now being tested for coronavirus twice a week and people who use the service were having tests

once a week, as well as twice daily temperature and oxygen saturation level checks.

Routine cleaning schedules had been enhanced with increased cleaning of contact points, such as doors, handles, handrails, and light switches, including communal areas and people's bedrooms. A part of the Dementia community area had been closed off to provide an isolation wing, if needed, for those who lacked capacity to isolate for the 14 days in their own rooms.

Staff worked in specific areas as much as possible to reduce movements around the home. The service did not use agency staff; shifts were covered with regular staff by each member of the team stepping down to other roles, such as a team leader becoming a senior and seniors to care if staffing was a challenge. Staff had received specific and ongoing training including infection prevention and control (IPC) and handwashing. Staff told us the provider was supportive. Wellbeing discussions took place and there were timely return to work interviews. There was also a confidential counselling service available to staff.

During the early days of the pandemic the provider had been proactive in introducing twice daily temperature checks and oxygen saturation levels for people using the service. The provider had implemented an Infection Prevention team where representatives from all the support functions met virtually to discuss COVID-19, each care home and any support required. Regular virtual meetings with the home managers had taken place to cascade changes in guidance and practice. The provider had also set up a specific email address for managers and other staff to raise queries. As a result of the CQC 'Closed Culture' guidance the provider had reviewed their whistleblowing procedures and outsourced this in order to continue to promote safe care.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

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

Inspected but not rated

Abbotswood Court

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 16 December 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.