

Acorn Luxury Care Limited

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## 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

Acorn Luxury Care Limited is a residential care home that can accommodate up to 13 older people. There were 11 people living at the home at the time of our inspection. Bedrooms are single occupancy and situated over two floors. Access to the first floor is either by stairs or a stair lift. People have access to a communal lounge, dining area and conservatory that leads on to a level access secure garden.

We found the following examples of good practice.

People, staff and visitors to Acorn Luxury Care Limited were protected from risks of infection as policies and staff practices reflected best practice guidance. Visiting was by appointment only and safeguards included on arrival a temperature check and the appropriate PPE and visiting guidance being provided. Changes to the premises had included creating a new external door into the designated visiting area to avoid unnecessary footfall around the home.

The premises and equipment were visibly clean. Cleaning materials were in line with government guidance and available throughout the home. Additional cleaning included regular wiping of touch points throughout the day and sanitising hand wipes being used more frequently by people.

Staff were up to date with infection, prevention and control training and additional training had included how to put on and take off PPE safely. Staff regularly had their competency checked by the registered manager ensuring consistent safe practice. PPE was available throughout the home and in good supply.

Both staff and people using the service were participating in both regular testing and the Covid-19 vaccination programme. Consent for testing, socially isolating and vaccinations had been obtained from people. Where appropriate best interest decisions had been made for people who lacked mental capacity ensuring their legal rights were upheld.

People and their families were kept up to date with government guidance that impacted the service such as admissions and visiting arrangements. Technology had been used to help people keep in touch with friends and family including video link calls.

## 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**

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## **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 4 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.