

Acacia Care (Nottingham) Ltd

Acorn House

Inspection report

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Nottingham
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Date of inspection visit:
19 January 2022

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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 House is located in a residential area of Nottingham City and is registered to provide accommodation for up to 64 people who require personal care and support. At the time of inspection there were 52 people using the service.

We found the following examples of good practice.

People were supported by trained staff and in line with government COVID-19 guidance. Relatives and professionals visiting the home were required to complete COVID-19 testing.

Staff were trained in the use of Personal Protective Equipment (PPE). This was accessible throughout the home and staff were using this in accordance with Government guidance. The Quality and Compliance Manager had created a wipeable pocket guide for staff with all of the latest guidance and provider policies to ensure staff were kept up to date of any changes.

The service was cleaned to a high standard, with additional cleaning schedules having been put in place ensuring high touch surfaces were cleaned more regularly. The service was well laid out to support social distancing, with bright and spacious communal areas and large en-suite bedrooms.

The provider's infection control policy was up to date and regular audits were in place to monitor cleanliness, handwashing and PPE use. The service actively engaged with a programme of regular testing according to Government guidance. Essential visiting was supported appropriately, and palliative care requirements for people had been sensitively considered by the provider.

People's mental health and wellbeing had been fully considered during the pandemic. The service had an Activity Manager who supported people in creative ways, including organising culturally appropriate events for people who had been unable to celebrate these with their relatives in the community. People were enabled by staff to keep in touch with those important to them in a variety of ways.

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

Acorn House

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 19 January 2022 and was announced. We gave the service two days' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.