

BC&G Care Homes Limited

Ambassador House

Inspection report

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18 March 2021

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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

Ambassador House is a 'care home' providing accommodation and personal care to a maximum of 25 people. Some of whom may be living with different types of dementia. There were 23 people living at the home when we inspected.

We found the following examples of good practice.

- Staff and professionals entered and left the home in a safe way. Plans were in place to support relatives to visit their loved ones following new government guidance.
- There were plans to support people to isolate if they had a positive test result or showed COVID-19 symptoms.
- Staff had received training in relation to wearing personal protective equipment (PPE). The manager had good levels of PPE available.
- Staff and people took part in regular COVID-19 testing.

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

Ambassador 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 the COVID-19 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 18 March 2021 and was announced so we could ask some initial questions about COVID-19 practices at the home.

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 admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 somewhat assured about the provider promoting social distancing rules. In the main lounge social distancing was not being promoted and the room was not well ventilated. The layout of the home was not being considered to encourage social distancing.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home was clean but potential infection control risks were not identified and action taken. The infection control (IPC) audit was not effectively completed.
- We were somewhat assured that the provider was using PPE effectively and safely. Some staff did not wear their face masks correctly and always dispose of their PPE safely. The manager later told us how they were addressing these shortfalls.

We have signposted the provider to resources to develop their approach.