

OBEE Ltd

Bliss Care Home

Inspection report

23 Cobham Road
Westcliff
Essex
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Tel: 01702351267

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19 January 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Bliss Care Home is a residential care home providing accommodation and personal care for people aged 65 and over, who may be living with dementia. The care home accommodates up to 16 people in one adapted building. At the time of our inspection there were seven people living at the service.

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

Arrangements were in place to routinely listen and learn from people's experiences, concerns and complaints. The service had a consistent approach to safeguarding and matters were dealt with promptly and actions taken where necessary to make improvement. We found the provider's policy in relation to safeguarding processes needed further clarity, to reflect best practice, ensure staff were aware of escalation processes required, to share information and ensure people were safe from harm. We have made a recommendation about this.

The service was working closely with the local authority, Public Health England, the Clinical Commissioning Group (CCG) infection control team and the GP to ensure their infection prevention and control practices was safe and people's needs were met. There was adequate access and take up of testing for staff and people using the service.

National guidance was being followed on the use of personal protective equipment (PPE). There was clear signage on instruction, direction and the correct use PPE and handwashing techniques. There was a plentiful supply of PPE and staff had received training in infection prevention and control.

At the time of our visit the service was at the end of an outbreak and not admitting any new people to the service. However, the registered manager told us national admissions guidance would be followed when they started to admit people again. The service had a planning structure in place which included people only being admitted based on a negative Covid-19 test result and following admission isolation within their bedroom for the first 14 days.

Local restrictions on visiting were in place at the time of the inspection and the home was closed to family and friends with the exception of those visiting loved ones at the end stage of their life. In these cases, safe measures had been put in place to facilitate agreed pre-booked visits.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 28 December 2017).

Why we inspected

We undertook this targeted inspection to follow up on concerns we had received about the service. A decision was made for us to inspect and examine those concerns. We found no evidence during this

inspection that people were at risk from these concerns. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

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?

Details are in our safe findings below.

Inspected but not rated

Bliss Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had received about the service.

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 was safe and IPC prevention measures were in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried by one inspector.

Service and service type

Bliss Care Home 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We received information raising concerns about how people using the service were being kept safe and safeguarding processes not being followed. We wrote to the provider and asked for information around their systems and processes. This included policies and audits and the current policy and procedure for managing people's safety (safeguarding).

We reviewed the information we had received about the service since the last inspection. We sought feedback from the local authority and local authority safeguarding team. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager and the area manager.

We reviewed a range of records in relation to complaints and safeguarding investigations.

Is the service safe?

Our findings

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we have only looked at the part of the key question, we had specific concerns about.

We will assess all the key question at the next inspection of the service.

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last 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 specific concerns about.

The purpose of this inspection was to check people were safe and the service was compliant with infection prevention and control measures. We will assess all the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- The area manager provided us with summary reports of whistleblowing concerns, allegations and complaint investigations. They demonstrated outcomes, actions taken in response, to drive improvement.
- The providers safeguarding policy was very long and complex and did not make clear what the organisation did to keep people safe. Whilst management used local safeguarding procedures whenever necessary, this did not set out the process for others to when responding to safeguarding concerns or clearly define roles, responsibilities and procedures for making a safeguarding referral.

We recommend the provider seek advice and guidance from a reputable source in relation to producing a safeguarding policy that is fit for purpose.

Preventing and controlling infection

- We were assured the provider and management were managing the Covid-19 infection outbreak effectively.
- Management and staff were following the correct infection prevention and control (IPC) guidance and policy to help protect people from infection and prevent the spread of infection.
- The provider ensured a plentiful stock of personal protective equipment (PPE) for staff and staff were using PPE safely.
- Visiting was restricted and limited to people who were at the end stage of their lives. In these cases, safe measures had been put in place to facilitate agreed pre-booked visits.
- We were assured that the provider was meeting shielding and social distancing rules.
- Following the outbreak, the service was temporarily not taking any new admissions. There were clear procedures in place to minimise the risk of transmission of infection when admitting people to the service.
- Additional hygiene practices and cleaning schedules were carried out by domestic and care staff which included regular hard surface and high touch cleaning.

- Environmental measures such as effective ventilation had been implemented.
- Government guidance on whole home testing for people and staff was being followed.
- Staff who were isolating in line with government guidance were being paid while doing so.