

Leonard Cheshire Disability

Cossham Gardens - Care Home with Nursing Physical Disabilities

Inspection report

Lodge Road
Kingswood
Bristol
BS15 1LE

Tel: 01179673667
Website: www.leonardcheshire.org

Date of inspection visit:
17 January 2022

Date of publication:
07 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Cossham Gardens is a care home that provides personal and nursing care for up to 22 people. The service is provided in accommodation over one floor, divided in to three separate wings. At the time of this inspection 21 people were living in the home.

We found the following examples of good practice.

On our arrival we were greeted by a member of staff and had our temperature taken, we were asked to provide our Covid Pass to show our vaccination status and evidence that we had completed a Lateral Flow Test (LFT) prior to our visit. Everyone visiting provided contact details to support the track and trace system. Vaccination status was checked for all contractors and health and social care professionals in line with legislation that had come into effect in November 2021. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

The emotional wellbeing of staff, people and their families had been supported throughout the pandemic. The whole team ensured contact and support was maintained through various initiatives. Staff were sensitive to people's feelings including anxiety, sadness and loss. Each person had been individually risk assessed to ensure visits were person centred. This helped ensure their visits were meaningful whilst maintaining everyone's safety. The registered manager ensured the current government guidance was being followed to support visiting in the home.

We spoke with three relatives about visiting arrangements, their comments were positive about the process they followed, and they felt people were in safe hands. One relative told us about how being an Essential Care Giver meant they were able to support their spouse with continued physiotherapy and exercise and how this was paramount to assist with physical well-being.

Staff welfare and mental health was paramount in ensuring they received the kindness and support they required as individuals, so that they felt valued. Staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager told us they were 'incredibly proud of all staff and their continued commitment and team work'.

At the time of this inspection the home was coming to the end of an outbreak. The providers workforce contingency plan had ensured people's safety and quality of care had not been compromised. People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained strong. When people were admitted to the home, risk assessments were completed, and people were isolated in line with current guidance. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

Audits were undertaken, and actions would be taken to ensure improvements were made if necessary. Staff had received IPC training and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of PPE and infection prevention and control practices. There was effective, supportive communication between the directors, managers, staff, people living at the home and their relatives.

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

Cossham Gardens - Care Home with Nursing Physical Disabilities

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 17 January 2022 and was announced. We gave the service two hours 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.