

HC-One Limited

Tower Bridge Care Centre

Inspection report

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21 August 2020

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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

Tower Bridge Care Centre is a residential care home providing nursing and personal care for up to 128 people. At the time of the inspection 114 people were living at the service.

Tower Bridge Care Centre accommodates people in one building across four floors, with each person having their own bedroom and en-suite bathroom. Two floors are for people living with dementia who have nursing needs, one for people who have nursing and end of life care needs and the remaining floor is a residential unit for people who are living in the early stages of dementia. There were also communal living and dining rooms, a main kitchen, smaller kitchenettes on each floor and external access to a garden so visitors did not need to enter the home.

We found the following examples of good practice.

- There were robust protocols in place for visitors upon entry, with temperatures taken and a questionnaire to be completed, which included the infection control guidelines to be maintained during the visit. A personal protective equipment (PPE) station had been set up in the entrance foyer, with important information displayed on the wall, PPE to put on and dispose of safely and hand sanitiser available before entering the home.
- Socially distanced garden and bedroom visits were taking place, via an appointment booking system for set times and limited numbers of visitors at one time, to avoid potential infection transmission with other visitors.
- Where people's relatives were unable to visit, people were supported to stay in touch with them with via phone and video calls. Video call sessions were booked to ensure devices were available, with staff also using their own mobile phones to help facilitate calls where people did not have their own devices.
- Posters were displayed throughout the home to provide advice and top tips for staff to help them communicate more effectively with people whilst they had to wear a face mask. Staff had requested support from health and social care professionals and had worked closely with one health and social care professional for a strategy on supporting people living with dementia when they walked with purpose and how infection risks can be reduced.
- The home had implemented innovative use of technology to improve communication and keep staff updated. Three communication groups to share updates via WhatsApp had been set up, for the whole home staff team, the senior management team and also a healthcare professional chat group, facilitated by a geriatrician which received positive feedback in the local media. The registered manager said having this support and advice had been invaluable during the peak of the pandemic.
- The provider had set up a confidential staff helpline to provide advice, emotional and wellbeing support, which was available 24/7. This was displayed across the home to remind staff further support was available if needed.
- Staff had been able to manage and contain any outbreaks within the home with the processes they had in place. A health and social care professional we spoke with praised the resilience and dedication of the staff

team and felt the leadership of the home had been crucial in how the home had coped, especially during the peak of the pandemic.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Tower Bridge Care Centre

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 21 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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.