

Four Seasons 2000 Limited

Bishopsmead Lodge

Inspection report

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13 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

Bishopsmead Lodge provides personal care and nursing care to up to 51 people. The home has two floors; the ground floor has two offices and an entrance lobby. At the time of the inspection there were 37 people living at the service.

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

People told us they were supported by staff who wore personal protective equipment (PPE). They told us, "They do wear gloves and mask" and "Yes, they put their apron when giving me a wash". We inspected the service and were not assured the service was managing infection control procedures relating to the risks of coronavirus and other infection outbreaks effectively. Staff were not always wearing PPE such as surgical masks safely and gloves were not disposed of within clinical bins. The cleaning of keypads required improving and where staff were working across different floors there was a risk of cross contamination due to poor PPE practices.

We found the following examples of good practice.

People had been supported to keep in touch with families. This had included outside visits and inside visits for those who were receiving end of life care.

Risk assessments were completed, and there was signage and guidance for visitors to follow. There was a system in place to take visitors temperature on arrival and record contact details for test and tracing purposes. 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.

There were donning and doffing stations located outside people's rooms. Staff had access to plenty of PPE and staff had received training in infection prevention control.

The provider was testing staff every week. This included testing agency staff.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Bishopsmead Lodge

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on the 13th of January 2022 and was announced. Two inspectors undertook this 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. However, they had experienced a short period where the service was short staffed due to a higher than expected number of staff testing positive for Covid-19. At the time of the inspection the service was fully staffed.

How well are people protected by the prevention and control of infection?

- We were not always assured that the provider was promoting safety through the layout and hygiene practices of the premises. For example, we were not always assured keypads were being cleaned regularly. This could increase the risk of cross infection due to people and staff being exposed to cross infection. We highlighted this to the management team who planned to discuss these issues with staff. We also found poor practice relating to how staff were wearing gloves and surgical masks. For example, staff were seen to place their gloves on top of a chest of draws rather than into a clinical bin. Another member of staff had one glove on whilst the other was handling an electronic care-planning gadget. Staff were also seen to be wearing their surgical masks incorrectly. We raised this with the registered manager following our inspection who confirmed they would take action to address this with staff.

- We were not always assured that the provider was making sure infection outbreaks can be effectively prevented or managed. For example, during our inspection we found staff working between different floors. No risk assessment had been undertaken to identify what risk this posed with staff working between the floors. Due to staff not wearing their PPE correctly this could pose a risk of cross infection between the different floors.

- 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 accessing testing for people using the service and staff.
- The service supported people to receive visitors in accordance with the current guidance .
- We were assured that the provider's infection prevention and control policy was up to date.

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

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.