

Ryecourt Limited

# Belsfield House

## Inspection report

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Lancashire  
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12 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

Belsfield House is a care home providing personal and nursing care for 40 older people. The service can support up to 40 adults. Accommodation is provided over three floors with each providing communal lounges and dining areas. Bedrooms are for single occupancy, spacious and include en-suite facilities.

We found the following examples of good practice.

The registered manager understood how essential social contact was to people's wellbeing. They followed relatives' preferences to visit as often and as long as they wished to. A large viewing screen increased opportunities for people who lived with dementia to recognise their relatives via video link.

The provider had an excellent system to check visitors' identity and temperature before entering the home. Staff then tested them and provided PPE to maintain people's safety. One relative said, "Staff are beyond amazing. I'm here each day and see them wearing everything all the time. It's hard to be so consistent after such a long time, but not here. It's such a relief for me."

Throughout the pandemic, the provider maintained exceptional staffing levels equivalent to each employee assisting no more than two people during the day. The management team took every opportunity available to them to recruit appropriate staff to continue to meet each person's needs.

## 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**

# Belsfield 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 11 January 2022 and was announced. We gave the service 24-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.