

Bradbury House Limited

Silver Tree Lodge

Inspection report

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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

Silver Tree Lodge is a care home registered to provide accommodation and personal care for up to eight people with a learning disability. At the time of this inspection seven people were living there.

We found the following examples of good practice:

The service had a policy in place which set out the arrangements for visitors. As from 8 March 2021 pre-booked in-house visits had been arranged. Face masks, hand gel, a temperature check and a health questionnaire were completed after a negative lateral flow COVID-19 test (LFT) was received. People's family and friends were kept informed of the visitor's policy and procedures that had to be followed.

People were supported to maintain contact with friends and family in alternative ways as well. Door step visits, telephone or video calls were arranged for people. People were also supported in different ways in order to meet their social and emotional needs. For example, people were supported to access the local park at quieter times, or alternatives were used rather than using public transport.

Since the start of the pandemic the service had admitted one person. The person had a negative COVID-19 test result on admission and was then isolated in the flat for 14 days. The registered manager was in the process of assessment for a new person to move in. If any person was admitted to hospital they would not be able to return to the service without a negative test result. The person would then be isolated in their bedroom for 14-days.

The staff team ensured peoples' health care needs were met. People had been supported to safely attend GP, dental and hospital appointments. The community nurse visited the home daily as part of one person's treatment plan. One essential health care professional in-house visit had been arranged and this followed the visitor's policy. People had received both doses of the COVID-19 vaccination and some staff were due to have their second dose soon.

There was a weekly COVID-19 testing programme in place for the staff team. People who lived at the service were tested every four weeks. Additional tests would be performed if anyone was unwell or presented with COVID-19 symptoms. For those persons who regularly accessed the local community, they were tested on a weekly basis.

The staff maintained social distance from their work colleagues and only one staff member was allowed in the staff room at a time. Staff supported people to be socially distant from others, both inside and when outdoors. Staff wore face masks on duty but added gloves and an apron when delivering personal care. There was a supply of additional PPE to be used in the event of any outbreak of infection.

Although each person had their own self-contained flat within Silver Tree Lodge, there were communal areas. To the rear of the property there was a courtyard and people were using this space during the

sunshine. If there was an outbreak of COVID-19 people would be isolated in their flats and staff had prepared each person, explaining how they would support them.

The service had plentiful supplies of PPE and cleaning products. We saw PPE being worn appropriately. Staff supported people to maintain the cleanliness of their flat. Communal areas were cleaned four times a day with attention paid to all 'touch-points'. The registered manager monitored the staff going about their duties to check compliance with PPE and cleanliness of all areas.

All staff had refreshed their infection prevention and control training via an e-learning module. They had received training regarding the correct procedures for donning and doffing PPE. Six members of staff had completed the rapid flow test training (LFT) and were competent in undertaking the tests.

The provider's infection prevention and control policies were in date and in line with best practice. Infection control audits were completed by the registered manager and acted upon. The registered manager had regular video meetings with senior managers and other managers. This meant they could share information and best practice. Regular contact with the local authority was maintained.

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

Silver Tree Lodge

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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

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

The inspection took place on 30th March 2021 and was announced.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.