

English Care Limited

Bowbrook House

Inspection report

Bowbrook
Shrewsbury
Shropshire
SY3 5BS

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Date of inspection visit:
24 February 2021

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16 March 2021

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

Bowbrook House is a residential care home providing personal care to 24 people aged 65 and over at the time of the inspection. The service can support up to 30 people.

We found the following examples of good practice.

- People were supported by staff to communicate with their relatives by sharing photographs and comments privately on a family and friends portal application. The application enabled people to record their reaction using emotion icons such as a happy face so their families knew how viewing the photographs had made them feel.
- People had personalised social and visiting wellbeing plans in place which included ways to support their individual wellbeing and any potential difficulties they may face. Each plan also highlighted the person's favoured method of communication with their relatives and their visiting priorities.
- The registered manager had plans in place to cohort people and staff who supported them in the event of a COVID-19 outbreak in order to reduce the risk of transmission of infection.
- People were supported to communicate in alternative ways where the use of Personal Protective Equipment (PPE) hindered verbal communication. One person had a hearing impairment so visual signs had been created with generic questions and responses which were used to aid communication as well as writing things down.
- The home was clean and hygienic. An additional 30 hours per week had been allocated to cleaning tasks since the pandemic to ensure increased cleaning regimes could be undertaken.
- Cleaning schedules were in place and complied with. Cleaning tasks completed were recorded electronically and where they had not been completed when required, the database alerted senior management who addressed this immediately.
- Staff had access to a support line they could contact should they require support with their mental health.
- Staff could use the provider's food supplier to get their shopping delivered to reduce how regularly they needed to undertake their own personal shop.

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

Bowbrook 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 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 control and prevention measures the provider has in place.

This inspection took place on 24 February 2021 and was announced.

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.