

Bupa Care Homes (ANS) Limited

# Freelands Croft Care Home

## 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

Freelands Croft Care Home is a residential care home providing personal and nursing care for up to 64 older people who may be living with dementia. Accommodation is on two floors in a purpose-built building.. At the time of this inspection, there were 44 people living at Freelands Croft Care Home.

We found the following examples of good practice.

There were protocols and procedures in place to allow people to receive a visitor safely in their room in line with the latest government guidance which was due to come into force the week after our inspection. There was also a visiting pod in a ground floor lounge for other visitors, and those who were still cautious about the new guidance.

Enhanced personal protective equipment (PPE) and associated training were available for staff who supported a person who used continuous positive airway pressure (CPAP) therapy to help them sleep. CPAP increases the risk of COVID-19 being spread by droplets in the air.

The provider had made adaptations to the home to make it easier to support people safely during the pandemic. These included re-purposing unoccupied rooms for staff use, and using the hair salon for COVID-19 testing. The provider had removed some furniture which was difficult to clean effectively, and spaced the remaining furniture in shared areas of the home to allow for social distancing.

The provider had kept their infection prevention and control policies and procedures up to date to reflect guidance such as the government's winter plan for adult social care. Other policies, such as the provider's sickness policies had been updated to take into account staff who might be shielding or self-isolating.

The provider had put additional measures in place to support staff who might be affected by the pandemic, such as the opportunity for confidential telephone counselling and a hardship fund. Staff morale was high, and staff felt they had been supported well by the provider.

## 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 infection prevention and control procedures were in place to keep people safe.

**Inspected but not rated**

# Freelands Croft Care Home

## **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 3 March 2021 and was announced.

# Is the service safe?

## Our findings

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.