

Bethesda Care Homes Ltd

Pinglenook Residential Home

Inspection report

229 Sileby Road
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Loughborough
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06 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

Pinglenook Residential home is a care home providing accommodation and personal care for up to 16 people aged 65 and over who may also be living with dementia. At the time of the inspection twelve people were using the service. Accommodation is provided over the ground and first floor with communal lounges and dining areas.

We found the following examples of good practice

- The registered manager made weekly telephone calls to people's relatives to keep them up to date with COVID-19 government guidance and to arrange visiting appointments in at a time that suited people and was spaced out to avoid potential infection transmission with other visitors.
- Risk assessments took into account people's individual communication needs and additional support they required to stay safe during COVID 19 outbreaks.
- Cleaning schedules and checklists had been developed to improve infection prevention and control. Where areas for improvement had been identified, the registered manager had developed an action plan and was checking staff were working to this and following government guidance.

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.

Further information is in the detailed findings below.

Inspected but not rated

Pinglenook Residential 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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 6 January 2022 and was unannounced.

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'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.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The flooring in toilets and bathrooms and some exposed pipework made these areas difficult to thoroughly clean. The shelving laundry area was cluttered and would benefit from reorganisation to facilitate more thorough cleaning.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Signage to identify people currently in isolation was not being used.

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.