

Barchester Hellens Limited

Begbrook House Care Home

Inspection report

Sterncourt Road
Bristol
Avon
BS16 1LB

Tel: 01179568800
Website: www.barchester.com

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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

Begbrook House is a care home that provides personal and nursing care for up to 32 people. The service is provided in accommodation over one floor. At the time of this inspection 25 people were living in the home.

We found the following examples of good practice.

Prior to any visiting people were informed of the procedures they should expect on arrival. People were asked not to visit the service if they displayed any symptoms related to Covid19. On our arrival we were greeted by the manager and had our temperature taken, we were asked to sanitise our hands and to wear a mask. Everyone visiting provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The whole team ensured contact and support was maintained through various initiatives. Staff were sensitive to people's feelings including anxiety, sadness and loss. Activity was provided by two staff members seven days a week. During the pandemic innovative ways to consider wellbeing through activity had been provided to find alternatives during lockdown. People enjoyed virtual daytrips to places like Longleat and famous museums. The manager told us the activity programme focused on emotional therapy and wellbeing. Virtual video events were held with the providers other homes including celebrating special events. One to one therapy was personalised and had been well received.

All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The provider and management team recognised and celebrated staff commitment, their efforts and sacrifices during the pandemic. The manager and staff had worked closely together to support the vaccination programme for staff. The provider had used various sources to educate staff on the Covid19 vaccination including a weekly webinar where staff could speak with an independent science expert to discuss their concerns and be better informed. In addition, the manager had also worked very closely with staff to relieve any of their anxieties and had been undecided. All staff had now received the vaccine.

Supportive communication systems were in place between the directors, all managers and staff. The provider made themselves visible to all staff members. Every Monday they met virtually with all levels of management. They also ran virtual support surgeries for staff. The learning and development academy was also a useful source of information and support for their personal wellbeing including working through stress and isolation. A Covid19 support line was also available so staff could speak with someone confidentially with any concerns either in the workplace or personal circumstances.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained supportive and effective. When people were admitted to the home, risk assessments were completed, and people were isolated for 14 days. Social distancing was encouraged

throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received IPC training and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of PPE and infection prevention and control practices.

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

Begbrook House 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 4 March 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.