

Mrs Jayne Page

Bella Care Home

Inspection report

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Devon
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24 February 2021

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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

Bella Care Home is a residential care Home. It is registered to provide accommodation and personal care for up to three people. The service supports people with a learning disability and/or Autism. At the time of the inspection two people were living at the service.

The service is a Victorian style property with facilities on two floors. Bedrooms have en-suite toilet and washing facilities. There is a secure garden area at the rear of the property.

We found the following examples of good practice.

Systems were in place and Government guidance was being followed to help manage the risks and prevent the spread of COVID-19

Visitors to the service were prevented from catching and spreading the infection because safe and effective measures were in place. This included a vigilant check by staff to take people's temperatures on entry, the completion of symptom questionnaires, and the prompting of the use of hand sanitiser and/or handwashing. Visiting times were staggered and attractive screening had been installed between the lounge and dining area so that people could meet and see their loved ones safely.

When visits were not possible people were supported to maintain contact with relatives through the use of mobile phones and sending letters. The registered manager and provider made contact with relatives every week to check they were well and to keep them updated. During the summer months people had been supported to have outside visits.

People were supported to access the community safely, and consideration had been given to additional activities to support people's mental health and well-being.

Staff had received infection, prevention and control training, they wore PPE correctly, understood the importance of it, and spoke confidently about how they put it on and took it off in line with infection control guidelines.

The environment was clean and tidy throughout. Cleaning routines at the service had been increased which now included high touch areas, such as door handles and light switches. Staff understood the importance of regular handwashing to reduce the risks of transmission.

The provider participated in regular COVID-19 testing of people, staff and visitors. Best interest discussions had taken place when people had been assessed as lacking capacity to understand and make an informed decision about testing. Social stories had been used to help people understand and prepare to receive the COVID-19 vaccine.

The registered manager had a good understanding of infection, prevention and control guidance and was confident in their decision-making processes, liaised with relevant agencies, and knew how to access local support.

To assess and monitor ongoing infection and control practices within the service, the registered manager had spot checks in place. Should an outbreak occur the registered manager had a contingency plan in place and staff were confident about what action to take.

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

Bella 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 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.

We have also signposted the provider to resources to develop their approach.