

Porthaven Care Homes No 2 Limited

Bourne Wood Manor Care Home

Inspection report

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13 April 2021

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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

Bourne Wood Manor Care Home is a residential home in Farnham providing accommodation, personal and nursing care to up to 64 people with physical and health support needs, some of whom also live with dementia. At the time of the inspection, 45 people lived in the service.

We found the following examples of good practice.

People were supported to host visitors as per the national guidance. The management team reviewed the home environment and layout and made a range of changes to enable safe visiting. For example, there was a designated visiting room which was disinfected between visits and well-ventilated. Visitors were screened for COVID-19, tested and supported to perform hand hygiene and put on personal protective equipment (PPE) prior to staff escorting them directly to the visiting room via the home garden. People were also supported to use technology to communicate with their loved ones throughout the pandemic.

People were supported to go out of the service for socially distanced car trips with staff in a COVID-19 secure way. Where people's mental health was affected by COVID-19, the provider risk assessed and implemented additional measures to enable people to participate in activities which improved their wellbeing and protected them from infection.

The management team analysed infection outbreaks in the service and considered any potential long-term impact on people. People were supported to minimise potential risk such as falls or hydration and nutrition. Staff assessed people's changing needs following a COVID-19 infection and addressed those in staff training and individual care plans. For example, hydration jelly drops were trialled in the service to support people's recovery and monitor when they regained sense of smell and taste. The service worked closely with the GP surgery on addressing any changes in people's health needs and managing infection outbreaks.

Staff told us they received training and guidance on how to use PPE appropriately and how to adhere to good infection prevention and control (IPC) practice. The provider allocated one member of staff to act as an IPC trainer and to support the management in monitoring staff's day to day practice. For example, the IPC trainer undertook early morning checks of staff practice and addressed issues identified around changing uniforms. Staff were able to show us how they accessed PPE in people's rooms and explained how they went about putting on and taking off PPE and hand hygiene before and after supporting a person in close contact.

The home was clean and hygienic. The provider reviewed and updated their infection prevention and control (IPC) policy and increased the frequency of cleaning to ensure thorough and regular disinfection of premises and safe management of laundry.

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

Bourne Wood Manor 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 13 April 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.