

# Complete Home Services Ltd

# The Brandles

## Inspection report

23-25 Birks Drive  
Bury  
Lancashire  
BL8 1JA

Date of inspection visit:  
07 January 2022

Date of publication:  
27 January 2022

## 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

The Brandles is a small care home located in Bury, Greater Manchester. The service provides accommodation and support for up to seven people with mental health needs. At the time of our inspection there were seven people living in the home.

We found the following examples of good practice.

The home was clean and hygienic. The staff followed national and local guidance during the outbreak they were dealing with at the time of our inspection. Rigorous systems were in place to ensure good levels of hygiene.

Risks in relation to visitors had been assessed and action taken to ensure visits were still in place at the service and through skype calls as well as window visits.

Although we found the provider was following the latest guidance from Public Health England (PHE) for care homes, the provider's policy and procedures on managing the risks associated with COVID-19 needed to be reviewed, so this was in line with the latest guidance from PHE. The registered manager provided assurances their policies and procedures would be soon reviewed.

The home has not experienced any staffing issues, however the registered manager commented that the home was looking to recruit an additional staff member to increase staffing cover for any shortfalls. Regular audits around IPC practices were undertaken.

Staff had access to supplies of PPE and had received training to ensure they used this correctly. All staff and people living at the service had regular testing for COVID-19, and all had received their vaccinations.

The registered manager sought support and advice from external agencies including the local health protection team and CQC and was open to all advice and guidance offered.

Further information is in the detailed findings below

## 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 the service was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# The Brandles

## **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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 7 January 2022 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 the provider was facilitating visits for people living in the home in accordance with the current guidance.
- The provider's infection prevention and control policy needed to be reviewed, so this was in line with the latest guidance from Public Health England for care homes.

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. Upon entering the service, a valid COVID pass was requested and checked.