

Anchor Hanover Group

Bethune Court

Inspection report

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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

Bethune Court is a residential home that provides personal care for up to 45 older people. At the time of the inspection there were 27 people living at the service. People were living with a range of needs associated with the frailties of old age and some people were living with dementia.

We found the following examples of good practice.

People were well supported by staff to maintain contact with their family and loved ones. People had been supported with video calls when visiting was not possible. The service facilitated in- person visits in a manner which minimised the risk of infection spread. A dedicated visiting room was well laid out with a screened area for relatives to undertake Lateral Flow Devices (LFD) tests before the visit commenced.

The providers contingency planning and effective infection control procedures had ensured that the outbreak was well managed.

The provider had sensitively considered people's anxieties and emotional wellbeing following the outbreak of Covid 19. Staff had supported residents with memorials, shared stories and remembrance to give an opportunity for those to grieve and come together.

The registered manager had created three Infection Control Champions to ensure staff were upskilled in Infection Prevention Control (IPC) measures and to bring best practice to the home. Care staff who had undertaken IPC champion training completed weekly quality assurance checks and shared good practice with staff to ensure IPC procedures were being followed.

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

Bethune Court

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. At the time of the inspection, the service was no longer under an outbreak of Covid 19. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 16 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.