

Bupa Care Homes (CFChomes) Limited

Broad Oak Manor Care Home

Inspection report

Broad Oak Close, off Arnolds Lane
Sutton at Hone
Dartford
Kent
DA4 9HF

Tel: 01322223591

Date of inspection visit:
09 February 2022

Date of publication:
03 March 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Broad Oak Manor Care Home is a residential care home providing accommodation and personal and nursing care for up to 42 people. People living in Broad Oak Manor had a range of nursing needs. At the time of our inspection there were 32 people living in the service. The service is arranged over two floors with a lift between floors.

We found the following examples of good practice.

The provider was supporting visiting in accordance with current guidance. Visitors were given personal protective equipment (PPE) for use during their visit, were tested for COVID-19 on the day of the visit, signed a health declaration and visited their loved ones in their rooms. The provider had a visitor pod with full screens and communication tools to support safer visiting if this was required.

The service was clean; there were up to date cleaning schedules in place and additional cleaning for frequently touched areas, such as door handles. Shared equipment, such as hoists, were disinfected after each use and a label applied to confirm it was ready for use. People had access to their own private bathrooms.

The provider had enough PPE in stock and staff were using it in accordance with current guidance. Testing for COVID-19 was being done for people and staff at the recommended intervals. People were admitted safely into the service.

Staff had training in infection control, handwashing and use of PPE. Infection control audits and spot checks were undertaken regularly and were up to date.

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

Broad Oak 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 9 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.

Visiting in care homes

- The provider was supporting visiting in accordance with current guidance. Visitors were given personal protective equipment (PPE) for use during their visit, were tested for COVID-19 on the day of the visit, signed a health declaration and visited their loved ones in their rooms. The provider had a visitor pod with full screens and communication tools to support safer visiting if this was required. We saw visits taking place during our inspection.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.