

Brookhouse Care Home Limited

Brook House Care Home

Inspection report

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Lutterworth
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23 February 2022

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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

Brook House Care Home is a residential care home providing accommodation and personal care for up to 41 people. The service supports older people living with physical disabilities or dementia.

Accommodation is provided across two floors with access to an enclosed courtyard and garden area. 31 people lived at Brook House Care Home at the time of the inspection.

We found the following examples of good practice.

All visitors were screened for symptoms of COVID-19 and were required to show a negative Lateral Flow Device (LFD) test result before they entered the service. All visitors were required to wear personal protective equipment (PPE).

The service utilised an electronic system to evidence they had checked the COVID-19 vaccination status of visiting professionals. This evidenced they did not permit professional visitors to enter the service unless they were fully vaccinated against COVID-19.

The service supported people to receive visits in a variety of ways. These included visits within the service, via virtual means and within a visiting pod. During a COVID-19 outbreak at the service, staff had supported people to maintain contact with friends and family via window visits, using the visiting pod, telephone calls and video calls.

The service's infection prevention champion held a weekly drop in session for staff. Staff were able to seek advice and support regarding infection prevention and control (IPC) and update training.

The service made use of hand-held radio communication devices to request assistance. The use of these during the COVID-19 outbreak reduced staff movement through the service and enabled the registered manager to effectively deploy staff.

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

Brook House 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 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 22 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.
- The provider was following government guidance for visiting care homes during the COVID-19 pandemic. During the COVID-19 outbreak staff had supported people to maintain contact with friends and family via window visits, telephone and video calls and the use of a screened off visiting pod. At the time of the inspection people were able to receive visits in a variety of ways, including within the service.

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.