

# Amore Elderly Care (Wednesfield) Limited

## Bentley Court Care Home

### 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

### About the service

Bentley Court Care Home is a nursing home providing personal and nursing care to 38 older adults. Care is provided on two floors. Some of the people are living with dementia. The service can support up to 77 people.

### People's experience of using this service and what we found

We received information about poor infection prevention control (IPC) practices within the home and a number of positive cases of covid-19 for both people and staff members.

The home was split in to three zones, two red zones where people had tested positive for covid-19 and one green zone where people were negative.

The provider had processes and audits in place around infection prevention control.

The home was clean and tidy and free of malodour.

Staff told us they had received training on infection prevention control.

The provider was working closely with Public Health England to implement sufficient IPC practices within the home to protect people and staff from the pandemic.

Prior to the inspection we received information that IPC protocols were not being followed. Whilst we did not identify any immediate concerns in relation to Bentley Court care home, we found the provider still had further improvements to make to keep people safe.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (07 November 2019).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received around preventing and controlling infection. A decision was made for us to inspect and examine those risks.

## 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 have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

We will assess key questions at the next comprehensive inspection of the service.

**Inspected but not rated**

# Bentley Court Care Home

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection.

#### Inspection team

This inspection was carried out by two inspectors.

#### Service and service type

Bentley Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service.

#### During the inspection

We spoke to the regional manager, deputy manager, six members of staff and external one professional. We reviewed records, the staff rota's and a person covid-19 observational tools.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found and we looked at service policies.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to explore the specific concerns we had about Bentley Court. We will assess key questions at the next comprehensive inspection of the service.

### Preventing and controlling infection

- The provider told us that staff in red and green zones would not mix due to the risk of cross infection. "We saw that a nurse office based in the red zone was used by nurses from both the green and red zone. However, we did not see both nurses use this office at the same time."
- We saw some areas within the home were not clearly highlighted to say if they were in the green or red zone.
- Staff told us they had recently received update infection prevention control training. The provider told us they would also be receiving training from external professionals.
- 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's infection prevention and control policy was up to date.