

Bupa Care Homes (PT Links) Limited

The Links

Inspection report

1 Golf Links Road
Broadstone
Dorset
BH18 8BE

Tel: 01202974000
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Date of inspection visit:
09 July 2021

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04 August 2021

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 Links is a purpose-built residential nursing home providing care to older people, some whom are living with a dementia. At the time of our inspection there were 48 people living at the service.

We found the following examples of good practice.

Infection, prevention and control (IPC) policies and practices were in line with government requirements and reviewed to reflect any changes in guidance. IPC audits took place frequently, identified areas that required improvement and monitored and reviewed actions identified.

People were supported by staff that had received IPC training and had their competencies regularly checked. Personal protective equipment (PPE) was in good supply and we observed it being used correctly.

People, and the staff team, were participating in both the testing and vaccination programmes. Where staff were hesitant about vaccinations, they had an opportunity to meet with a BUPA pharmacist to discuss their individual situation.

Visitors to the home needed to make an appointment, were met on arrival by a member of staff, guided through the process of an on-site rapid COVID-19 test and the wearing of PPE, and had a temperature and symptom check list completed. An area, with its own external access, had been created as a safe visiting space. This enabled visitors and the person to be separated by a screen and use an intercom. People were also supported to keep in touch with family and friends via telephone and video calls.

Environmental changes had included relocating the staff room to a larger space so that staff were able to social distance during their breaks. In communal areas chairs and tables had been re-arranged to provide some distance between people. The home was clean, and equipment was in good repair. Cleaning schedules had been enhanced in response to the pandemic and included additional cleaning, particularly of regular touch points such as door handles and handrails.

Staff were aware of people who were self-isolating, including the need to reduce the risk of social isolation, ensuring extra visits to their room and time spent with them. People had their communication needs understood, including additional difficulties due to staff wearing PPE. One person was hard of hearing and an amplifier had been purchased to aid their hearing. People were supported to access the community. We observed one person going out to a local shop and they had been provided with PPE.

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

The Links

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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 July 2021 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 that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.