

Bupa Care Homes (ANS) Limited

# Pebble Mill Care Home

## Inspection report

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12 November 2020

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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

Pebble Mill Care Home is a care home providing accommodation, nursing and personal care to a maximum of 62 people, some living with dementia. At the time of our visit 21 people lived at the home.

We found the following examples of good practice.

- People were supported to maintain contact with relatives and friends who were important to them through video and telephone calls.
- Visitors to the home had their temperatures checked and completed a Covid-19 screening questionnaire prior to entering the home.
- Staff changed their clothing upon starting and finishing their shifts, to reduce the risk of cross infection.
- People who had tested positive for Covid-19 self-isolated in line with current guidance. Clinical waste and laundry were handled in line with government guidance.
- Staff break times were staggered to ensure only two staff members were in the staff kitchen area at any one time.
- The provider had dedicated Covid-19 leads who staff could approach for advice or support if needed.
- The provider put staff wellbeing high on their agenda and introduced 'thank you' schemes to maintain morale and boost wellbeing.

Further information is in the detailed findings below.

## 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 were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Pebble Mill 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 12 November 2020 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.