

Anchor Hanover Group

Bilton Court

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

Bilton Court is a residential care home providing accommodation and personal care for up to 47 older people, some of whom live with dementia. On the day of inspection there were 38 people living in the service.

We found the following examples of good practice.

Safe arrangements were in place for visitors to the service including relatives and friends, professionals and others. This included a booking system, rapid LFD testing, showing evidence of vaccination, hand washing and sign in process.

Isolation, co-horting and zoning were used to manage the risk of infection spread. This meant people self-isolated in their rooms when necessary and staff were allocated to work in certain areas of the service should anyone test positive for COVID-19.

Enhanced cleaning and disinfection of all areas of the service continued to take place to reduce the risk of cross contamination.

There was plenty of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser available. PPE stations were located around the service. Used PPE was disposed of safely in clinical bins.

Staff followed good practice by changing into and out of their uniforms in an allocated room, and kept their personal belongings in plastic bags to reduce the risk of any infection spread.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. This meant swift action could be taken if anyone received a positive test result.

The staff team worked together to cover any vacant shifts to ensure safe staffing levels were always maintained. Agency staff were sometimes used when essential, and processes were followed to enable this safely.

The registered manager had good oversight of infection prevention and control processes. They undertook regular quality assurance checks. Policies and procedures were in place and up to date, which supported good practice in all areas of infection prevention and control.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Bilton Court

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 28 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

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

- Visits to people living in the service were facilitated and arranged in line with national guidance. This included essential carers continuing to visit during an outbreak of COVID-19 when the service was closed to routine visits.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.