

Scimitar Care Hotels plc

Bullsmoor Lodge

Inspection report

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Date of inspection visit:
07 February 2022

Date of publication:
16 June 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Bullsmoor lodge is a residential care home providing personal care to up to 48 people within one purpose built building. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection. The service supports older people, many of whom are living with dementia. At the time of the inspection there were 44 people using the service.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

We found the following examples of good practice.

The service had effective infection, prevention and control measures in place to ensure people, their relatives and staff were protected from risk of infection.

Systems were in place to facilitate safe visits to the service. Relatives who visited were able to use a dedicated entrance and meeting spaces and had access to appropriate Personal Protective Equipment (PPE) and COVID-19 testing.

Premises were regularly cleaned, and high touch areas were disinfected regularly. People were socially distanced where possible and had their health routinely monitored by staff.

Staff were provided with appropriate training, PPE and access to COVID-19 testing. Infection prevention and control policies were reviewed regularly and made accessible to all staff. The registered manager sought advice from relevant authorities when needed.

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.

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Bullsmoor Lodge

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 7 February 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

- The provider was supporting visits in line with the government's guidance. Relatives and other visitors to the service were asked to use a separate entrance. This supported the service to complete a range of safety checks including temperature checks and COVID-19 testing to ensure visits were managed safely. We have also signposted the provider to resources to develop their approach.