

Berwick Care Homes Limited

Tweed View House

Inspection report

8-10 Tweed Street
Berwick Upon Tweed
Northumberland
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Date of inspection visit:
26 May 2021

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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

Tweed View House provides personal care and accommodation for up to 36 people. At the time of the inspection there were 30 people living at the home, many of whom were living with dementia. Accommodation was over three floors.

We found the following examples of good practice.

The provider had created two visiting 'pods' to allow people to safely meet their visitors inside the home. Staff also facilitated video and telephone calls and window and outdoor visits to help people keep in touch with their friends and family.

There was sufficient PPE such as aprons, gloves and masks to help ensure people, staff and visitors were protected from the risk of infection. Staff and people were tested regularly for COVID-19. All visitors entering the home had to take a lateral flow test and test negative before every visit.

Staff had received additional training in infection prevention and control, COVID-19 and testing. Two members of staff had been nominated as infection prevention control champions. They attended updates from the local NHS Trust's infection control team.

There were dedicated changing facilities for staff to use and launder their uniforms to reduce the risk of cross infection.

We have signposted the provider to resources to develop their approach in relation to the use of PPE and the assessment and monitoring of risk relating to COVID-19.

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

Tweed View House

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 COVID-19, 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 26 May 2021 and was unannounced.

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 somewhat assured that the provider was meeting shielding and social distancing rules. Staff explained that due to people living with dementia, social distancing was sometimes difficult to ensure. We have signposted the provider to resources to develop their approach.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was using PPE effectively and safely. We have signposted the provider to resources to develop their approach in relation to the use of PPE, the accessibility of information relating to putting on and removing PPE and the disposal of PPE.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We have signposted the provider to resources to develop their approach in relation to social distancing within communal areas, waste management and cleaning schedules.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. We have signposted the provider to resources to develop their approach in relation to the use of PPE and the assessment and monitoring of risk relating to COVID-19.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. We have signposted the provider to resources to develop their IPC policy and auditing system.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.