

Grove Care Limited

# Blossom Fields

## 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

Blossom Fields is a care home that provides nursing and personal care for up to 43 people. The service is provided in accommodation over three floors. At the time of this inspection 35 people were living in the home.

We found the following examples of good practice.

The registered manager was shielding when we conducted the inspection and based as a homeworker. They constantly supported the home remotely and assisted with the inspection by sending relevant records we required. A newly appointed deputy was in post and the provider had acted promptly to ensure an increased, safe management team and oversight. One deputy manager (a nurse) and a clinical lead nurse were redeployed to Blossom Fields from one of the providers sister homes. Both nurses had previous experience in managing a Covid outbreak and their contribution was greatly appreciated and welcomed by the deputy and permanent staff.

People's wellbeing both emotionally and physically was paramount during the Covid outbreak. Staff understood the anxieties the outbreak would cause to both the people they cared for and their loved ones. The atmosphere was respectful, peaceful and compassionate tinged with great sadness. Since the outbreak the deputy contacted relatives whose loved ones had tested positive to Covid 19 every day. This updated them on the health and wellbeing of their loved one, which had been greatly received. Additionally, weekly updates were provided to all families to offer reassurance and share any news.

We spoke with three members of staff to see how they were feeling and if they felt supported by the provider and managers. Comments included, "They have been great since I returned to work, my shifts have been devised so I don't work long hours as the virus has left me quite tired and weak", "I feel very safe and protected here. We are very sad and surprised by the outbreak, when we have worked so hard to keep everyone safe" and "The care remains person centred, I feel supported, the deputy and clinical lead are very hands on".

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained very effective during these difficult, sensitive times. GP's and out of hours support they gave when planning palliative support for those people who were receiving end of life care was 'effective and caring'.

There were some good examples where the home had sought advice and support by outside health professionals. One NHS nurse had facilitated a questions and answers support session. Blossom Fields staff had the opportunity to ask about any concerns they had and if there was anything, they could do to improve their practice. The NHS nurse provided information to further enhance best practice, recognised and commended the home on their care and how they were handling the outbreak and details of experts the home could contact for further help and support.

Prior to our visit we were informed of the procedures we should expect when visiting, this was the policy for all professionals arriving at the service. Professionals were asked not to visit the service if they displayed any symptoms related to Covid 19. On our arrival we were greeted by a clinical lead nurse and had our temperature taken, we were asked to sanitise our hands and to wear the PPE given to us. Everyone visiting provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

There were policies, procedures and contingency plans in place. Clear recording and management for monitoring those staff who had tested positive were robust. The live system used, informed the registered manager when an individual's isolation was completed. It was clear from the evidence provided that many staff had not returned after the isolation period, because they still felt unwell and the provider fully supported extended sick leave. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received training in IPC and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of PPE and infection prevention and control practices.

## 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 was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Blossom Fields

## **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 10 December 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.