

Mr William O'Flaherty

# Bracken Lodge Care Home

## Inspection report

5 Bracken Road  
Southbourne  
Bournemouth  
Dorset  
BH6 3TB

Tel: 01202428777

Date of inspection visit:  
18 March 2021

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01 April 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Bracken Lodge Care Home is a 'care home' that is registered to provide accommodation and personal care or nursing to a maximum of 18 older people. At the time of the inspection they were supporting eight people.

We found the following examples of good practice.

There was a clear process to welcome visitors to the home which included rapid result COVID-19 testing, Personal Protective Equipment (PPE), hand gels and health questions. All visitors to the home were pre-arranged and a member of staff was assigned to ensure the visit took place in a safe way. Relatives had a number of ways to stay in contact with their loved one's including face to face visits and video calls.

Social distancing was encouraged and supported throughout the home with the arrangement of furniture in communal areas. Staff promoted social distancing around the home and in their interaction with each other. There were good supplies of PPE and staff were observed wearing this correctly and inline with current government guidance. There were hand gels and soaps around the home and posters reminding staff of the correct techniques for effective handwashing.

All staff were responsible for keeping the home clean and tidy. Frequent cleaning of high touch point areas such as door handles and light switches was in place. Adjustments had been made to cleaning products used and increased laundry temperatures to ensure hygienic cleaning practices throughout the home.

The home participated fully in the whole home COVID-19 testing programme and all people and staff had been offered a vaccination. People and staff had risk assessments in place to include their underlying health conditions and whether this made them more at risk if they were to contract COVID-19.

The registered manager told us they were supported by the provider and by other registered managers in their network. Attendance at regular registered manager meetings was a good source of support and information for the home. There was an infection, prevention and control policy in place and contingency plans for potential outbreaks.

The registered manager told us their staff had worked extremely hard throughout the COVID-19 pandemic and it was important to look after wellbeing. Regular conversations and meetings between the staff team enabled them to share their concerns and receive support.

## 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**

# Bracken Lodge 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 March 2021 and was announced.

# Is the service safe?

## Our findings

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.