

Benslow Management Company Limited

Chiltern View

Inspection report

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07 January 2022

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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

Chiltern View is a residential care home providing accommodation and personal care for up to 36 people aged 65 and over. At the time of our inspection 27 people were receiving care.

We found the following examples of good practice.

Relatives told us visiting their family member was encouraged and supported by staff. Relatives were required to produce a negative rapid COVID-19 test, and have their temperature checked before entering the main building. Personal protective equipment (PPE) was supplied, and guidance for PPE usage was displayed at the care home.

External health and social care professionals, and visitors, had to evidence COVID-19 vaccination status, and produce a negative rapid COVID-19 test before entering the care home. Additionally, health declaration and temperature checks were completed. The only exception to this was for emergency workers, to ensure no delay of their review and care for people.

Staff used PPE correctly, and wore uniforms whilst at work. Hand sanitiser was available, and this was appropriately stored to promote safety. Handwashing guidance was displayed, and the registered manager ensured posters were replaced should movement occur.

The registered manager had clear knowledge of the testing and admission requirements for people. Staff used a handover diary which highlighted people's individual requirements and ensured continuation of care to meet their health and vaccination needs.

The care home was clean and hygienic. Frequently touched areas, such as door handles and handrails, received enhanced cleaning. Staff told us they had access to the required cleaning products and equipment to maintain a safe environment.

The registered manager told us they had received good support from their community clinical lead, and the local authority. Additionally, the registered manager evidenced their commitment to challenge concerns to promote the safety and wellbeing of people and staff.

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

Chiltern View

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.