

Barchester Hellens Limited

Begbrook House Care Home

Inspection report

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Date of inspection visit:
09 February 2022

Date of publication:
02 March 2022

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

Begbrook House is a care home that provides personal care and accommodation for up to 32 people. At the time of our inspection, 20 people were living at the service.

We found the following examples of good practice.

There were measures in place to manage and reduce the spread of infection on arrival at the service. This included clear information and personal protective equipment provided at the entrance to the building. Before entering the building, visitors were required to show evidence of a negative lateral flow test result on the day of their visit.

Visits were booked in advance to ensure safe visiting practices could be maintained. Visitors were able to access a visiting pod without coming into the building, but visits could also be carried out in the person's bedroom.

Some friends or family members had been nominated as essential care givers. These individuals may visit the home to offer companionship or help with care needs. They were able to continue visiting even during a Covid 19 outbreak because they followed the same guidance as staff with regard to testing and the use of personal protective equipment (PPE).

Staff maintained social distancing where possible. They were able to be physically distant from each other during handovers and breaks. It was not always possible for staff to remain socially distanced from people who lived at the service, but they always wore appropriate PPE and followed good hand hygiene. When carrying out personal care, staff wore gloves, apron and mask. Staff had received training in infection prevention and control and were confident in the safe use of PPE.

The service was very clean, and there were effective systems in place to ensure cleaning tasks were completed and recorded. This supported the maintenance of high standards and reduced the potential spread of infection. The head housekeeper was the service lead for infection prevention and control.

Regular testing was in place for staff and people who lived at the home. All staff were fully vaccinated against Covid 19 and staff were well supported. The managers spoke highly of the staff team and told us morale was good. The provider had given incentives and bonuses to boost and retain staff.

Checks and records were in place to ensure standards were maintained. The management team had plans in place to develop and improve the service to maintain quality and continue to keep people safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

We were assured that people were protected by the prevention and control of infection.

Begbrook House 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 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 9th 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.
- The provider was supporting people to receive visitors. There was flexibility about how many people could be present in the home at one time, and risk assessments were carried out to ensure people's needs could be met safely.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.