

Brooklands Care Home Ltd

Brooklands Nursing Home

Inspection report

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12 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

Brooklands Nursing Home is a residential care home providing care for older people, people who require nursing care and who may also be living with dementia. The service can accommodate up to 45 people on two floors. At the time of this inspection there were 37 people living at the service.

We found the following examples of good practice:

- Arrangements were in place for relatives to visit their family member and included where people were judged to be at the end of their life. Suitable measures were in place to screen visitors and included a questionnaire, temperature checks, the wearing of Personal Protective Equipment [PPE] and rapid testing to keep infection risks to a minimum.
- People were admitted into the service safely. People's COVID-19 status was sought prior to admittance and people self-isolated in line with current government guidance.
- Appropriate infection prevention control practices were observed for staff, such as the wearing of masks, gloves, aprons and included good hygiene practices.
- Most staff had received training on infection prevention and the correct use of PPE and specific training relating to COVID-19.
- Cleaning schedules were in place and the environment was visibly clean.

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

Brooklands Nursing 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 12 January 2022 and was unannounced.

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. Workforce challenges meant the service was having to utilise agency staff more frequently to cover staffing shortfalls. This did not impact on service delivery as where possible the same agency staff were used.

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. A booking system was not in place to stagger visitors and visiting times which would help to improve safe visiting. Although visitors were screened for symptoms of COVID-19 and were required to wear appropriate PPE, some visitors were observed to wear a fabric face mask and not a single use surgical mask. This was brought to the immediate attention of the manager and visitors were requested to change their mask when entering the care home. There were no restrictions on visitors. However, people did not have an individual visiting plan and relatives confirmed they had not been asked to identify three named visitors. The manager stated they would address this immediately.
- 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 somewhat assured that the provider was accessing testing for people using the service and staff. Records to determine if the testing regime practices for people using the service and staff were in line with current government guidance were not as up to date as they should be. Current and emerging risks presented by the pandemic had not been identified for all people or staff at Brooklands Nursing Home. This meant some people and staff may be at increased risk of contracting COVID-19, for example, those with underlying health conditions and including staff from black, Asian and ethnic minority groups.
- 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.

- We were somewhat assured the service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. A record of visiting professionals COVID-19 status had not been maintained prior to our inspection but was implemented as a result of our inspection. Staffs individual NHS appointment card was being used as proof of vaccination status rather than the three routes advised by the NHS COVID-19 Pass service.

We have also signposted the provider to resources to develop their approach.