

Whitelodge Alveley Limited

# Bluebrooke Nursing & Residential Care Home

## Inspection report

242 Stourbridge Road  
Catshill  
Bromsgrove  
Worcestershire  
B61 9LE

Tel: 01527877152  
Website: [www.oldfieldcare.co.uk](http://www.oldfieldcare.co.uk)

Date of inspection visit:  
27 January 2022

Date of publication:  
04 February 2022

## Ratings

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

## Overall summary

Bluebrooke Nursing & Residential Care Home provides personal and nursing care for up to 46 people. This includes people living with dementia. At the time of the inspection, 37 people were living at the home.

We found the following examples of good practice.

People were encouraged to continue maintaining relationships with others who were important to them, with support from staff. This included through telephone calls and information technology platforms. Staff considered people's preferred methods of communication when supporting them to keep in touch with their friends and families.

Any changes to visiting guidance were discussed with people and their relatives. Evidence of a negative lateral flow test and vaccination status for those who were not exempt from vaccination was seen before entry to the home. Staff worked in flexible ways to ensure people and relatives were supported to mark important family events. Visiting arrangements were consistently in place to provide comfort to people at the end of their lives.

People were supported to use specific areas of the home safely, with minimal restrictions on their freedoms, during periods of isolation. This helped to promote people's well-being.

The registered manager had clearly communicated their expectations to staff in the event of any infections. This informed staff practice and helped to reduce the likelihood of infections continuing for extended periods.

People were supported in areas where windows were opened to support good ventilation and enhanced cleaning of touch points.

A refurbishment programme had commenced so people would continue to enjoy their environment. Senior staff were in the process of identifying any equipment which may require replacing, to further promote good infection control.

## 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**

# Bluebrooke Nursing & Residential 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 27 January 2022 and was announced. We gave the service one day's 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 following government guidance in relation to visiting, including in relation to people at the end of their lives. The registered manager was working with other organisations to ensure any visiting restrictions were promptly lifted after a recent COVID-19 outbreak at the home.

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.