

Peverel Court Limited

Bartletts Residential Home

Inspection report

Peverel Court, Portway Road
Stone
Aylesbury
Buckinghamshire
HP17 8RP

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Date of inspection visit:
18 February 2021

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02 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Bartletts Residential Home is a care home located in Stone, Buckinghamshire and is owned by Peverel Court Limited. The home is registered to support older people, some who are living with dementia. The original building is a Victorian country house built in 1856, over the years it has been added to and now provides care and support for 50 people. At the time of our inspection 48 people were being supported.

We found the following examples of good practice.

People were supported to keep in touch with their families throughout the COVID-19 pandemic. This included individual visitor plans as part of their care plan to make sure their social contact needs are met. There was a booking system in place to stagger visitors and visit times to minimise visitor numbers. Prior to each visit, visitors completed a lateral flow test and had the visitor expectations and procedures clearly explained.

Additional cleaning schedules had been introduced to reflect additional tasks such as cleaning of frequently touched surfaces. Regular audits took place which led to improvements and safety.

Staff and people using the service took part in regular testing for COVID-19. Additionally, staff carried out lateral flow testing twice a week, which enabled them to receive test results within 15-30 minutes. This helped the service to reduce the risk of spreading infection and allowed them to closely monitor and act immediately to ensure government guidelines can be followed where positive test results were discovered.

Staff told us the management team had been and continued to be supportive of staff, and risk assessments had been completed with staff who identified as facing higher risks. Managers were positive about the commitment staff had shown throughout the pandemic and a variety of initiatives had been implemented including 'Thursday Thank Yous' and personalised gift boxes.

There was a strong emphasis on the use of technology and innovation during the COVID-19 pandemic. This included the use of video technology to enable people to keep in touch with their families throughout the COVID-19 pandemic and collaborative work with NHSX (the unit tasked with driving digital transformation in the NHS).

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

Bartletts Residential 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 coronavirus 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 February 2021 and was announced.

Is the service safe?

Our findings

S5□ 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.