

Elmside Care Limited

Brookside Residential Care Home

Inspection report

722 Preston Road
Bamber Bridge
Preston
Lancashire
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Tel: 01772330794

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19 March 2021

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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

Brookside Residential Care Home is a care home and at the time of the inspection was providing personal care to 25 older people. The service can support up to 25 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. These were commonly known as the 'national lockdown - stay at home policy'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

The provider and registered manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. All authorised visitors were appropriately checked at the door of the home to make sure they were safe to enter. The service used innovative methods to control the spread of viruses from people's footwear.

There was regular laboratory testing of staff and people living in the home. In addition, staff had to perform a 'rapid test' at the start of every shift. These measures provided, as much as was practical, protection against the spread of infection.

Hand sanitiser and personal protective equipment (PPE) were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands, regular use of hand sanitisers and appropriate social distancing.

Where appropriate, 'socially-distanced' visits had been taking place before the inspection. There was a visiting area that had been created near an entrance to the home. The registered manager told us visiting facilities had recently been extended consistent with latest national guidance for care homes. This allowed one person, appropriately protected, to visit their loved one inside the home.

Infection control policy and people's risk assessments had been considered and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19 outbreak in the home. The registered manager and their deputy kept up to date with latest national advice and local guidance.

The provider and registered manager insisted people were tested before admission. They also had to shield from others on admission to the home. We were satisfied the service, staff, people and visitors were following the rules.

People's mental wellbeing had been promoted by innovative use of social media and electronic tablets so people could contact their relatives and friends. Where required, staff supported people with this

technology.

The home was clean and hygienic. We spoke with a cleaner during the inspection and they had good knowledge around the risks involved with Covid-19 and the spread of infection. They also knew how to 'deep-clean' areas, including people's bedrooms, when there were elevated risks that required additional measures.

Staff also had comprehensive knowledge of infection prevention, access to good practice guidance and had attended Covid-19 specialist training hosted by the local authority. Refreshers and updates had been provided on an 'in-house' basis and this was supervised by the registered manager or the deputy. We noted all of this followed best practice and the latest guidance. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

If required, staff could receive Covid-19 related supervision and had access to appropriate support to manage their wellbeing. It was clear the registered manager and their deputy had a good understanding and knowledge of the staff team.

The provider and registered manager encouraged and supported residents and staff appropriately around taking up the Covid-19 vaccines. This programme had been rolled out shortly before the inspection.

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

Brookside 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 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 19 March 2021 and was announced.

Is the service safe?

Our findings

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

- 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.