

Only Care Limited

# Bramble Lodge

## Inspection report

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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

### About the service

Bramble Lodge is a residential care home providing accommodation and personal care for 57 people aged 65 and over at the time of the inspection. The service can support up to 65 people. The accommodation is across three floors with a selection of communal areas on two of the floors. There are also large, accessible gardens.

### People's experience of using this service and what we found

The service had not had any known outbreaks of COVID-19, however, arrangements for the management of infection prevention and control was not suitable. Personal Protective Equipment (PPE) was not always worn safely and arrangements for putting on and removing PPE was not in accordance with best practice guidance.

Cleaning products were not diluted correctly to ensure all areas of the home were effectively cleaned. There were some areas of flooring which needed attention to ensure these could be suitably cleaned.

Arrangements to oversee the quality of the service were not always effective and timely actions had not been completed where improvements had been identified.

The environment and care practices had not been reviewed to ensure people could socially distance and reduce the risk of transmission of infection.

People had good relationships with staff and relatives felt people were supported well. They were able to keep in touch with people whilst there were restrictions on visiting the home.

The staff worked with care professionals to ensure where concerns were identified with their care, these were investigated to keep people safe.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection.

This service was registered with us on 05/11/2019 and this is the first inspection under this provider.

The last rating for the service under the previous provider was Requires Improvements (published on 01/09/19).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the management of infection prevention and control and safeguarding concerns.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns.

They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We have found evidence that the provider needs to make improvements. Please see the Safe section of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bramble Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a breach in relation to how infection, prevention and control is managed at this inspection.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

#### Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Bramble Lodge

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

This was a targeted inspection to check on a specific concern for management of safeguarding concerns. As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

Two inspectors carried out this inspection.

#### Service and service type

Bramble Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We reviewed information we had received about the service since their initial registration. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan our inspection.

#### During the inspection

We spoke with four people who used the service and one relative about their experience of the care provided. We spoke with two care staff, three domestic support staff, the deputy manager and the registered manager. We reviewed a range of records that included Infection Control audit and monitoring documents and policy, safeguarding concerns, and COVID-19 testing arrangements.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question under the previous provider was rated as Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about management of infection control and safeguarding. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- The service had not had any known outbreaks of COVID-19, however, required measures to prevent people and staff from catching and spreading infections were not in place.
- Personal Protective Equipment (PPE) was not always worn and used effectively. Guidance for putting on and removing PPE was not in accordance with agreed procedures.
- The environment and care practices had not been reviewed to support social distancing and reduce the risk of transmission of infection.
- Infection controls audits had not identified that some floors needed attention or replacing to ensure they were sealed and could be cleaned effectively.
- Cleaning agents were not diluted in line with good practice guidance to manage infection prevention and control.

Due to poor oversight and management of Infection prevention and control, this was a breach of Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

### Systems and processes to safeguard people from the risk of abuse

- Relatives felt family members were supported safely. Family members had been able to keep in touch with people on the telephone, through internet services and visited in a designated area of the home. Relatives told us the staff ensured they were kept up to date and notified of any significant concerns.
- Where safeguarding concerns had been identified the registered manager liaised with care professionals to ensure concerns were investigated.
- Staff understood the principles of safeguarding and felt confident to raise concerns within the service, and to external bodies when needed.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>Care and treatment was not provided in a safe way to ensure the risks to the health and safety of service users was assessed. The registered person had not assessed risks to prevent, detect and control the spread of infection.</p>

**The enforcement action we took:**

We issued a warning notice.