

Optimal Living (Luton) Limited

Belle Vue Care Home

Inspection report

123 New Bedford Road
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Date of inspection visit:
25 February 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

Belle Vue is a care home providing personal care to eight people with a learning disabilities at the time of the inspection. Belle Vue can accommodate up to eight people in one adapted building. Some people also had a physical disability and the service had been adapted to accommodate their needs such as ramps and wet rooms. Each person had their own bedroom and shared several bathrooms and other communal spaces including outdoor space.

We found the following examples of good practice.

Staff ensured visitors and people were safe by completing thorough checks to reduce COVID-19 risks. This included screening questions and checks on temperatures, lateral flow test results and for professional visitors, checks on their vaccination status. People and relatives were kept informed of visiting guidance and were happy with the current arrangements.

Staff told us they felt supported by the registered manager and were given training and support in relation to managing infection prevention and control (IPC) and how to safely use Personal Protective Equipment (PPE).

Staff had supported people to access videos and easy read accessible information to explain the risks of COVID-19 and the benefits of testing and vaccines. This helped people to make informed decisions about their care.

Staff were knowledgeable about how to reduce the risks of COVID-19 and measures to take in the event of an outbreak. The registered manager was proactive in seeking additional support and guidance. They had also set up various well-being initiatives for staff and as a result had been nominated for a COVID-19 Heroes award under a government scheme.

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

Belle Vue 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 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 25 February 2022 and was announced. We gave the service 48 hours' 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 registered manager promoted safe visiting in-line with current government 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.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.