

Edgemont House Limited

# Edgemont House

## Inspection report

20 West Street  
Bristol  
BS30 9QS

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05 May 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

Edgemont House is a care home that provides accommodation and personal care for up to 13 people. The service is provided in accommodation over two floors. At the time of this inspection 12 people were living in the home.

We found the following examples of good practice.

Various visitor arrangements for family were constantly reviewed and supported based on government guidelines. Following new, recent guidance the provider and manager were developing a procedure and policy to support people to be able to leave the home whilst maintaining their safety. One person spoke with us about how she had felt 'very safe' in the home and was enjoying her relatives visits. We saw a family member supporting their loved one during their visit. Prior to any visiting people were informed of the procedures they should expect on arrival. People were asked not to visit the service if they displayed any symptoms related to Covid19. Prior to entering they received a lateral flow test (LFT). Everyone provided contact details to support the track and trace system. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained good. The vaccination programme for people and staff had been well received.

Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly. This had particularly applied to a person who had dementia and found it difficult to understand restrictions. The manager had sought help from the local authority and Public Health England which she had found useful.

From the onset of the pandemic staff had put people's best interests at the heart of these difficult times. All staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The manager was very proud of all staff, she recognised and celebrated their efforts and their values as a whole team. Since the pandemic they had created a wellbeing telephone app group to support each other. This included general discussions about how staff were feeling, did they require any extra support and were there any concerns.

The emotional wellbeing of people and their families had been supported throughout the pandemic. The whole team ensured contact and support was maintained through various initiatives. Staff were sensitive to people's feelings including anxiety and sadness. Positive activity provision continued, including celebrating special events. One to one interaction with people had also increased and people had enjoyed this individualised approach in addition to their activity programme.

There were clear policies, procedures and contingency plans in place. Audits were undertaken, and actions were taken to ensure improvements were made. Staff had received Infection Prevention and Control (IPC) training and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of Personal Protective Equipment and IPC practices.

## 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**

# Edgemont House

## **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 6 May 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.