

HC-One Limited

Bankwood Care Home

Inspection report

Duffield Bank
Duffield
Derby
Derbyshire
DE56 4BG

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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

Bankwood Care Home is a care home that provides personal and nursing care for up to 40 people. At the time of the inspection there were 32 people receiving support. The accommodation has garden space and various internal communal areas for relaxation.

We found the following examples of good practice.

- There were clear signs up in reception and around the home to communicate the visiting status of the home and COVID-19 precautions.
- During the summer the service had utilised various garden areas for visits outside and through glass windows. The service was establishing an indoor visiting room set up with garden access, a Perspex screen and hands-free sanitizer in place ready to receive visitors when allowed.
- All visitors to the service were booked in advance, had temperature checks and completed a questionnaire and were supplied with full Personal Protective Equipment(PPE).
- While families were not able to visit, they were sent emails and newsletters. Phone calls or other social media calls were used to keep people in touch. Social media calls were also used by health care professionals such as physiotherapists, all calls were booked in a diary to ensure staff could assist people to keep in contact with families and attend virtual appointments.
- The home was well ventilated and there were lots of areas for people to relax. Staff had promoted social distancing in communal areas by spacing out chairs in the dining area and lounges.
- Any people admitted to the service were isolated on arrival in line with government guidance to reduce the risk of COVID-19 infections. Twice daily temperature checks were performed on all people living at the service to identify signs of illness early.
- The service kept a log of COVID-19 testing performed on staff and people living at the service.
- The activity coordinator was supporting people in their rooms if isolating and was assisting activities for small groups of people socially distanced in communal areas.
- The management team had colour coordinated the home to minimise the risk of cross infection. Staff were allocated to work in zoned area of the home to minimise movement. Staff worked long shifts over less days, due to the location of home. This meant that people were exposed to contact with fewer staff.
- The home had a good supply of PPE, with stock kept in stations around the home in plastic wipeable boxes so staff did not have to walk far to obtain it. There were specific areas to don and doff PPE. All bins were covered, and waste was isolated for 72 hours before disposal.
- The service had a lead person and link staff for infection control. They assisted with staff training, audited infection control practice and performed spot checks on staff to ensure compliance with guidelines. Staff had received extra training on handwashing and PPE usage.
- The home was clean and tidy and had adapted cleaning to best practice guidelines. Equipment was cleaned during the day and at night. Deep cleaning had been increased and rooms were being decontaminated on a regular basis. Extra staff had been employed to ensure domestic and laundry duties were covered.
- The home had used agency staff when staff were self-isolating. These staff were provided with training and

block booked to ensure they only worked in one area for a specific time to minimise the risk of cross infection.

- The management team received support from regional managers and other managers within the company to discuss concerns, best practice and changes in guidance. The registered manager told us how hard staff had worked to support people despite their own anxieties about COVID-19.

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 were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Bankwood 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 8 November 2020 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.