

Brunelcare

# Deerhurst Care Home

## Inspection report

10 Deerhurst  
Off Sweets Road  
Bristol  
BS15 1XH

Tel: 01179041170  
Website: [www.brunelcare.org.uk](http://www.brunelcare.org.uk)

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

Deerhurst Care Home is a care home that provides accommodation, for 66 people who require nursing or personal care. The service is provided in accommodation over two floors. At the time of this inspection 64 people were living at the home.

We found the following examples of good practice.

People were protected by the homes infection prevention control policies and procedures. Visitor arrangements were constantly reviewed and supported based on government guidelines. One relative told us, "The manager has always kept us fully up to date with constant change. They always manage to keep us calm and confident that they are doing the right thing to protect people". Prior to any visits 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 Covid-19 and took a lateral flow test (LFT) before entering. 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.

Each person had been individually risk assessed to ensure visits were person centred. This helped ensure their visits were meaningful whilst maintaining everyone's safety. Relatives remained supportive and respectful when guidance changed, and new policies had to be implemented. A recent satisfaction survey completed by relatives scored 94 per cent. One relative told us, "This is a fantastic place, I cannot speak highly enough of the support and care to my father. This kindness is also extended to family members. I went to a meeting held for relatives because the manager and staff wanted to know how we were and if we required any support".

Should there be a Covid outbreak the registered manager had ensured people had access to a nominated Essential Care Giver (ECG). This was usually a family member, but an alternative significant other would be nominated for those who did not have family. Enhanced risk assessments ensured this was managed safely and that all relevant testing and the use of PPE was maintained at all times. End of life visits had also been supported and respected so that people could spend time with those people who were important to them. We read a letter of thanks from a family whose parent had recently passed away. They praised everyone for the care they received and described how 'eternally grateful' they were to 'spend time together, holding hands and to be able to say goodbye in a very special way'.

The emotional wellbeing of people and their families had been supported throughout the pandemic. Contact was maintained through various initiatives. Staff were sensitive to people's feelings including anxiety, sadness and loss. Positive, meaningful activity provision continued, including celebrating special events and trips in the local community. We observed a group activity whilst we were at the home. People were clearly enjoying themselves and there was a happy atmosphere throughout all areas of the home. One relative told us, "My father is in good spirits, he loves it here and there is always lots of laughter".

The provider and management team were proud of their staff and recognised the difficulties for them during the pandemic. Despite increased pressures and challenges staff continued to work well as a team and support each other. Staff welfare had been considered and supported throughout. The registered manager told us about a recent staff wellbeing week which included alternative therapies such as mindfulness sessions, Indian head massage and Reiki, a Japanese form of energy healing. An independent consultant had been working closely with the registered manager to support emotional well-being and resilience.

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. The home had various communal areas which helped support and encourage social distancing. Where this was not achievable, for example those people with dementia, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

The housekeeping team contributed to keeping people safe during the pandemic. 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**

# Deerhurst 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 8 February 2022 and was announced. We gave the service short 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 provider was facilitating visits for people living in the home in accordance with the current 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.