

# Brendoncare Foundation(The) Brendoncare Meadway

## 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

Brendoncare Meadway is a care home without nursing. It is registered to provide accommodation and personal care for up to 13 older people, some of whom lived with the early stages of dementia. Accommodation is arranged over three floors with access to all areas by stairs, lift and stair lift. Rooms are all for single occupancy and have their own private bathroom or wet room. There is a shared lounge and dining room. At the time of our inspection 13 people lived at the home. Most of these people lived relatively independently with many being able to access the community without support for example.

We found the following examples of good practice.

There were suitable measures in place to prevent relatives, friends and professionals from spreading infection when entering the premises. The inspector was asked to demonstrate that they were fully vaccinated and had, on the day of the inspection, undertaken a lateral flow test which was negative.

There was a focus on washing hands and using hand sanitiser when moving around the home to help prevent transmission of the virus.

The home was visibly clean and smelled fresh throughout. The provider used enhanced cleaning schedules to mitigate the risk of spreading infection in high touch areas of the home.

There were detailed protocols for essential care givers which included a home induction checklist. There was also a visiting proforma providing clear information about the visitor's responsibilities before and during visits.

Staff had sourced face masks which had a clear window across the mouth to help one person, who was hard of hearing, lip read thus reducing the level of stress and frustration for the person.

Alternative forms of maintaining social contact were used such as video calls and visits in the communal gardens. For some, access to the community was reduced and so the provider had undertaken improvements to the garden. They had renewed the decking and created new pathways outside to make a safer outdoor space for people to enjoy walks. We saw that the outdoor spaces were being well used for this purpose.

The provider had identified which people and staff were more vulnerable to health complications as a result of Covid-19. Assessments had been undertaken to minimise these risks.

People and staff had regular access to the COVID-19 testing programme. A lodge had been built in the garden with donations. This was a warm and clean environment and was currently being used to facilitate staff and visitor testing before visits. The arrangements were well organised.

The service used well evaluated tools to help determine whether a person's health was deteriorating, allowing concerns to be escalated to a health care professional in a timely manner.

The service had a detailed Covid-19 business continuity plan which considered how a number of challenges such as continuity of staff, medicines and the risks associated with visiting might best be responded to.

The registered manager reported good support from the local health professionals including the local GP practice and from the provider throughout the pandemic.

The provider and registered manager had workforce planning measures in place to mitigate the risks associated with COVID-19 related staff pressures. This included the development of a team of bank staff which had meant that agency staff had not been needed for some time.

The registered manager shared that there had been some anxiety amongst the staff team who were concerned about potentially bringing the Covid-19 virus into the care home. Staff had been supported through wellbeing initiatives and the registered manager spoke positively about the way in which staff had 'stepped up' by picking up additional shifts but also by moderating their behaviour when not at work in order to keep people safe as possible.

## 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**

# Brendoncare Meadway

## **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 17 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider had workforce planning 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.
- We were assured 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.