

Bupa Care Homes (CFChomes) Limited

# Knights' Grove Care Home

## Inspection report

Thomas Road  
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Southampton  
Hampshire  
SO52 9EW

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09 February 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

Knight's Grove Care Home is a care home with nursing and can accommodate up to 56 people. It specialises in providing care for adults over 65, including those who may be living with dementia. There were 54 people using the service at the time of the inspection.

We found the following examples of good practice.

Measures were in place to prevent the potential spread of infection by visitors. The service had developed a visiting policy based on national guidance. A visiting pod had been built which visitors accessed from the garden without the need to walk through the home. There was also a designated indoor visiting area with separate entrance/exit. All visits were scheduled and included time in between each visit to allow for staff to clean the visiting areas. The service also ensured that people had opportunities to maintain contact with their family members through the use of social media, video and telephone calls.

The service had taken action to ensure shielding and social distancing rules were complied with. Staff break areas had been located on each floor to avoid unnecessary movement of staff between floors. Activities programmes were planned and followed to help minimise the impact of restrictions on people who used the service.

There were clear procedures in place for donning, doffing and disposal of personal protective equipment (PPE). A training video for this was created by the provider's quality team and is shown to all staff. Adherence to procedures was regularly checked and audited to ensure compliance with current guidance. There was also regular monitoring of staff handwashing practice.

The home took part in the whole home Covid 19 testing programme. People living at the home were tested monthly for Covid 19 and had daily observations, such as temperatures, taken to help identify any potential, early signs of the virus. Staff were tested weekly for Covid 19 and additional rapid flow tests had been introduced. Any staff testing positive would be required to stay away from work and self-isolate in line with Government guidance.

The home looked clean and hygienic. Routine cleaning schedules had been enhanced with increased cleaning of contact points, such as doors, handles, handrails, and light switches. Designated staff took the lead in infection, prevention and control (IPC) and ensured checks were carried out and IPC guidance was followed. Staff had received specific and ongoing training including IPC, personal protective equipment, and handwashing. Staff had successfully contained a recent outbreak to one floor of the home.

There were clear clinical governance systems in place to support staff and managers, including regular clinical risk meetings and weekly communications with the provider. The home manager held weekly motivational sessions to help support staff. There was also an employee of the month scheme to reward staff. The provider had an IPC policy, which included guidance around Covid 19, which had been regularly

reviewed and updated in line with changing national guidance.

## 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 was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Knights' Grove 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 (IPC) 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 9 February 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.