

Bupa Care Homes (CFChomes) Limited

Shockerwick House Care Home

Inspection report

Shockerwick House
Lower Shockerwick
Bath
Avon
BA1 7LL

Tel: 01225743636

Date of inspection visit:
07 August 2020

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04 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

We found the following examples of good practice.

All visitors to the home were supported to use the appropriate personal protective equipment (PPE), supplied by the home. Visitors temperatures were checked and contact details taken for track and trace. Staff and contractors used a different entrance to the home to ensure people were kept safe.

Garden visits had been started just prior to our visit. Staff had gone above and beyond what was expected to provide a safe space for people to be able to meet with their loved ones. A gazebo with seating and Perspex panels meant people could visit at an agreed time. Measures to support social distancing were in place, and staff were observed to clean the area before the next visit.

Dining arrangements had ensured people could still socialise at mealtimes whilst safe distancing. Care staff were not permitted in the kitchen area to ensure no cross infection occurred.

During an outbreak of Covid 19 in the home people were supported by a designated team of staff in a specific area of the home. Staff had designed signs for doors that were inobtrusive with colour coded sad emojis, red for full barrier nursing and green for isolating. More than one staff member said they were proud to be a part of the team they had worked with, and that they had not 'lost' one person who had contracted Covid 19. One person living in the home said, "My care was consistently very professional and kind with rigorous attention to all the safety precautions."

Further information is in the detailed findings below.

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 that the provider managed infection prevention and control through the coronavirus pandemic.

Inspected but not rated

Shockerwick House 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 7 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.