

Brunelcare

# Little Heath Care & Reablement

## Inspection report

Earlstone Crescent  
Cadbury Heath  
Bristol  
BS30 8AA

Tel: 01179144200

Website: [www.brunelcare.org.uk/locations/little-heath-care-home-and-reablement-centre/](http://www.brunelcare.org.uk/locations/little-heath-care-home-and-reablement-centre/)

Date of inspection visit:  
09 December 2020

Date of publication:  
07 January 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Little Heath Care & Reablement is a care home that provides personal and nursing care for up to 88 people. The service is provided in accommodation which was split into areas. This included an onsite reablement centre and nursing home. At the time of this targeted responsive inspection 26 people were receiving care.

We found the following examples of good practice.

We were safely showed around the whole home, we did not enter people's bedrooms. When rooms become vacant, they remained locked for a period of time with deep cleaning taking place. Staff signed on a board outside of these rooms that they had been decontaminated and cleaned. As the home were not taking any new admissions at this time the rooms remained locked.

The home was exceptionally clean throughout. Housekeeping and laundry practices were overseen by housekeeping staff. The designated management team of each area completed daily walk arounds to check the home was clean to a satisfactory standard and that staff were following good practice. This included wearing the appropriate PPE. Plans were in place for a contractor to complete fogging of some areas of the home. Fogging uses an antiviral disinfectant solution which cleans and sanitises large areas of a building quickly and effectively.

The reablement centre and care home had a separate designated entrance and exit distanced from each other. Posters were displayed which explained the safety procedures in place at the home. Due to the Covid-19 outbreak the only visitors to the home were professionals or relatives that were able to visit loved ones who were receiving end of life care. These visits were kept to a minimum and visitors were asked to adhere to the home's infection control procedures.

On arrival visitors were asked to sign in and had their temperature checked. They were provided with personal protective equipment (PPE) that included gloves, aprons and facemasks. They were then shown to the area of the home they were visiting.

People had been supported to maintain contact with their loved ones, by pre booked window visits, phone and video calls. Newsletters were also sent to people's loved one to keep them up to date on information. The home had its own social media page which kept people and loved ones connected. A friends and family meeting was also held using a video call facility. Senior managers also attended the meeting. We were told that this went well.

Daily activities continued to take place for those people who were not required to self-isolate. Activities were organised by the staff team. People had been busy making Christmas photo scrap books for loved ones.

The management team told us that they were currently not accepting any new admissions to the home due to the outbreak of infection. When people were admitted to the home, risk assessments were completed,

and people were isolated for 14 days with full PPE wore by staff.

Some people in the home were living with dementia, and unable to understand the need for social distancing. Staff were aware of the need to mitigate the risks associated with people being in close contact with one another. The home had sought advice from Public Health regarding one person who if tested positive would not be able to isolate as they like to walk around the home. Plans had been put into place to pre-empt this situation.

The home took part in regular testing for COVID-19. Staff were tested weekly, and people were tested monthly. Testing was currently being completed more regularly of people due to the outbreaks. Staff and people that had tested positive or displayed symptoms were immediately isolated. The provider maintained spreadsheets of the positive cases and graphs centred around the outbreak. These were helpful and showed how the virus had spread.

Little Heath Care & Reablement had policies and procedures in place. Staff had received infection control training and were kept up to date with any changes in guidance and information. Staff were given practical training on how PPE should be used.

The management team told us they were very well supported by the local GP surgery which was located across the road. We were told the surgery had gone out of their way to support the home.

## 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**

# Little Heath Care & Reablement

## **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 09 December 2020 and was announced.

# Is the service safe?

## Our findings

### 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.