

Colten Care (1993) Limited

Brook View

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

Brook View is a care home with nursing that is registered to provide personal and nursing care to a maximum of 56 people aged 65 and over. At the time of the inspection they were supporting 43 people.

We found the following examples of good practice.

People, staff and visitors were protected from risks of infection by robust policies and procedures.

Visits were pre-booked and overseen by trained staff. Visitors completed a health questionnaire, had their temperature recorded and completed a rapid Covid-19 test, which provided a positive or negative test result within 30 minutes. Visitors used a separate entrance to access a designated visiting area with screening. End of life visits were always supported.

The home was visibly clean, hygienic and uncluttered. Staff used cleaning products recommended by the local NHS clinical commissioning group. Cleaning schedules included high touch point areas such as handrails, light switches and door handles. Regular cleaning audits were conducted to ensure safety standards were maintained. The home had a plentiful supply of personal protective equipment (PPE) and staff were observed wearing this correctly.

Staff had received training in how to put on and take off PPE. They had also been trained to do the rapid Covid-19 tests. This helped ensure a consistency of approach and government guidelines were followed.

The home had supported people and staff to participate in the government's Covid-19 testing and vaccination programme. Consent had been sought appropriately when required. New admissions and people returning from hospital were supported to isolate for 14 days as per government guidance.

People and staff were supported to socially distance within the home. Seating and table arrangements were arranged to support this. Only two staff members were allowed in the staff room at any one time and staff breaks were staggered. This helped to reduce the risk of cross infection.

The home understood the importance of supporting people and staff member's mental wellbeing. Activities staff provided stimulation through one to one sessions with people. Socially distanced activities took place in the spacious communal lounges. We observed staff supporting a person who was self-isolating join a group activity via social media. The provider had created an activity pack for people that included a smart speaker, a TV streaming device and free daily newspapers and magazines of their choice.

Staff were encouraged to come forward if they were struggling and reasonable adjustments were explored with them. The registered manager felt supported by the provider in every aspect of maintaining care quality, wellbeing and safety for people and staff at Brook View.

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

Brook View

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 February 2021 and was announced.

Is the service safe?

Our findings

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.