

Bupa Care Homes (BNH) Limited

Puttenham Hill House Care Home

Inspection report

Puttenham
off Hogs Back
Guildford
Surrey
GU3 1AH

Tel: 01483810628

Date of inspection visit:
11 August 2020

Date of publication:
08 September 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Puttenham Hill House provides residential, nursing and respite care for older people who are physically frail. It is registered to accommodate up to 30 people. At the time of our inspection 21 people were living at the service.

We found the following examples of good practice.

The provider supplied three mobile telephones to ensure people were able to stay in regular contact with friends and families whilst shielding. People also used handheld tablets to be able to video call their friends and families and staff supported people with this. There was a booking system in place for visitors. Staff had created an area in the garden with a clear screen and spaced out chairs for people to see their loved ones. Visitors were provided with hand gel, mask and gloves for outdoor visits to reduce the risk of transmission and surfaces were cleaned before and after visits.

Staff worked together with community district nursing teams and engaged with local Clinical Commissioning Groups (CCGs). This ensured the latest guidance was being followed in the use of Personal Protective Equipment (PPE) and COVID-19 testing.

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

Puttenham Hill 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 11 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.