

Four Seasons 2000 Limited

# Bishopsmead Lodge

## Inspection report

Vicarage Road  
Bishopsworth  
Bristol  
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Tel: 01179359414

Date of inspection visit:  
13 January 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

Bishopsmead Lodge provides personal care and nursing care to up to 51 people. The home has two floors; the ground floor has two offices and an entrance lobby. At the time of the inspection there were 30 people living at the service.

People's experience of using this service and what we found

We inspected the service and were assured the service was managing infection control procedures relating to the risks of coronavirus and other infection outbreaks effectively. For example, we found staff had access to plenty of personal protective equipment (PPE) however, we observed some staff had twisted their masks which could cause the mask to be ill fitted. Staff confirmed they changed their face mask in between supporting people with personal care. Although we did not observe this practice this is not in line with current guidance that confirms face masks can be used while caring for a number of different residents regardless of their symptoms. We highlighted this to the management team who planned to discuss these issues with staff.

There were designated areas where staff could access PPE throughout the service, however additional pedal bins were required in some people's bedrooms as at the time of the inspection as there were red disposable bags with used PPE hanging from door handles. This could increase the risk of cross infection due to people and staff being exposed to PPE that was dirty and contaminated.

We found the following examples of good practice.

People were supported to keep in touch with families. This included visits within the service in the entrance lobby and visits for those who were receiving end of life care. Risk assessments were completed and there was signage and guidance for visitors to follow.

The service had good relationships with the local community, and a number of events and initiatives had taken place during the pandemic.

There was a system in place to take visitors temperature on arrival and record contact details for test and tracing purposes. People had their temperatures checked daily and staff were aware of the different symptoms people could have if they had contracted coronavirus. Additional cleaning regimes were in place to ensure high standards of cleaning. This included paying attention to high touch areas such as door handles, light switches and bannisters. The service was clean and odour free.

The movement of staff between different areas of the home was minimised. The provider was testing staff every week and people monthly. The service was not using agency staff currently.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Bishopsmead Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated.

**Inspected but not rated**

# Bishopsmead Lodge

## **Detailed findings**

## Background to this inspection

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 13 January 2021 and was unannounced. Two inspectors undertook this inspection.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- The provider was ensuring good infection control to prevent people and staff.
  - 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 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.
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- We were somewhat assured the service had enough pedal bins. For example, we found bin bags with used PPE were hung on people's doors. Where bins were available, not all bins for used PPE were the pedal bin type. We raised this with the registered manager and area manager who confirmed they had identified this and had ordered more pedal bins however, these bins had not yet arrived.
  - We were somewhat assured staff wore their PPE as required as staff confirmed they removed all PPE including their face masks in between supporting different people and would be without a mask for a short period of time. We didn't observe this practice however this was not in line with current guidance and could mean staff were at risk for the time they were not wearing a mask. Current guidance confirmed, "The mask is worn to protect you, the care worker, and can be used while caring for a number of different residents regardless of their symptoms". We fed this back to the registered manager for them to review this situation.
  - We observed some staff twist the loops of their mask around their ears. Masks must be well fitted and flat against the cheeks. Twisting the loops could cause the mask to be ill fitted. We raised this practice with the registered manager and area manager.

We have also signposted the provider to resources to develop their approach.