

# St Bernards Residential Care Home Limited

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## Inspection report

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04 March 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

St Bernards Residential Care Home provides accommodation and personal care to a maximum of 43 older people. At the time of our inspection 35 people lived at the home. Some of those people lived with dementia.

We found the following examples of good practice.

- When visitors arrived at the home they were screened for symptoms of Covid-19 to ensure their visit could take place safely in line with current guidance.
- People were supported to maintain contact with others who were important to them in a variety of ways including video calls. Relatives had opportunities to be involved in virtual forums which enabled them to maintain close links with the service.
- There was a thoughtful approach to making lunchtimes special for people which had a positive effect on wellbeing. People's meals were accompanied with 'special touches'. For example, chocolates on Valentine's day and daffodils on St David's day.
- A 'video tour' of their home had been created. The video had been shared with potential new admissions to help them decide if the home was the right place for them to live.
- The provider had offered staff who worked at the home accommodation to enable them to safely self-isolate away from their families.
- A relative had nominated the staff team for a 'Hamper for heroes' in recognition of their hard work during the pandemic which is part of a national initiative to support the wellbeing of staff. The staff team had received a hamper in February 2021.
- Staff including housekeepers worked in specific areas of the home which reduced the risk of cross infection. A dedicated area of the home was available for people to self-isolate safely in line with current guidance. This included people who lived at the home who were returning from hospital.
- The environment was clean and a 'fogger' cleaning machine was used to complete deep cleans. Use of the machine meant areas that were difficult to clean by other techniques were sanitised.

## 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**

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## **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 04 March 2021 and was announced.

## 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.