

Brownlow Enterprises Limited

Brownlow House

Residential Care Home

Inspection report

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09 March 2021

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16 March 2021

Ratings

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

Summary of findings

Overall summary

Brownlow House Residential Care Home is a residential care home providing accommodation and care for up to 24 older people living with dementia. At the time of our inspection 20 people were living in the home.

We found the following examples of good practice.

The premises were clean and well maintained. Hand sanitiser and personal protective equipment (PPE) were available at the entrance of the home. Visitors had their temperature taken and recorded, PPE was available, and people were supported to follow the government's guidance on wearing PPE and social distancing. The provider had their own 'track and trace' system for visitors to complete before they could enter the premises.

The provider had appropriate arrangements to test people and staff for COVID-19 and was following government guidance on testing. This ensured that people, visitors and staff were tested for COVID-19 in a consistent way in line with national guidance.

The provider ensured that staff received appropriate training and support to help prevent the spread of infection. All staff had received regular training on infection control and the use of PPE. Staff were assigned to work at one location to help minimise the risk of cross infection.

The provider ensured that people using the service could maintain links with family members and friends. Family members and friends could stay in touch with people with phone and video messaging. The provider had a pod with two seats and a window in the garden. The pod window looked into the conservatory window with a speaker and microphone so visitors could communicate with people safely. The pod was completely enclosed and sanitised after each session, to ensure a safe indoor visiting solution.

The provider understood the communication needs of people. For example, the provider used various forms of communication with people who had hearing difficulties.

The provider sought support and advice from external agencies including the local authority, and Public Health England health protection teams and was open to all advice and guidance offered to help keep people safe.

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

Brownlow House Residential 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.

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 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.