

Buchan Healthcare Limited

Buchan House Care Home

Inspection report

Buchan Street
Cambridge
Cambridgeshire
CB4 2XF

Tel: 01223712111

Date of inspection visit:
11 August 2020

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24 August 2020

Ratings

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

Summary of findings

Overall summary

Buchan House Care Home provides accommodation and personal care, including nursing care, for up to 66 people, some of whom live with dementia. There were 55 people living at the home when we visited.

We found the following examples of good practice.

- The service booked in visitors to the service at a time that suited people and was spaced out to avoid potential infection transmission with other visitors. Visitors had their temperature checked on arrival and were also provided with PPE to wear during their visit.
- People who lived at the service and staff had an individual COVID-19 risk assessment in place that provided information around any increased risks. On the unit where people were living with dementia the registered manager had looked at different ways to try to keep people as safe as practicable. This was because people with dementia may struggle to remember to social distance, so increased 'frequently touched surfaces' and general cleaning was introduced.
- The registered manager told us that in the beginning of the pandemic people living with dementia may become anxious of staff wearing face masks. A 'smile on a stick' was introduced so that staff could hold up a smile to their face mask to give people reassurance.

Further information is in the detailed findings below.

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

Buchan 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 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.