

Bornel Care Limited

# West Banbury Cottages

## Inspection report

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18 January 2022

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

West Banbury Cottages is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided. The home provides accommodation and personal care for up to 15 adults who have a learning disability.

We found the following examples of good practice.

Facilities were in place to wash hands or use hand sanitiser on entering and leaving West Banbury Cottages. Visitors were supported to wear a face covering when visiting, and wash hands before/after use. All visitors were screened for symptoms of COVID-19 before being allowed to enter the service. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival and before visits to ensure visitors followed guidance, procedures and protocols to ensure compliance with infection prevention control.

The registered manager communicated with people, staff and health and social care professionals regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe. The service was following government guidance regards to visitors. Relative comments, "(Relative) has been kept safe and well cared for through this awful time. (Registered manager) has interpreted the guidance to meet the best interests of (relative) and the other residents which we have been so thankful for. The staff have worked so hard to support the residents through this. All of the infection control practices and measures that have been put in place have protected (relative), the other residents and the staff", "(Registered manager) was clear and informed us in writing that they were rigorously adhering to infection prevention and control measures. If we were planning a visit to the site, we would have to ring ahead and inform them. Everyone had to complete an LFD test and evidence needed to be provided. They asked us to continue having weekly PCR tests even though we are fully vaccinated, we were already doing this and happy to continue" and "The way in which (registered manager) and her team have enabled us to visit our son whenever rules allowed has been invaluable for our mental wellbeing and his. They should be commended for their efforts."

Staff were following current infection prevention and control guidance to help people to stay safe. There were suitable risk assessments and an up to date infection control policy and procedure in place. The registered manager ensured staff understood why every measure was essential.

Personal Protective Equipment (PPE) was readily available around the buildings. We saw there was a good supply of PPE for staff to use. Staff were observed to be wearing PPE appropriately and disposed of it in clinical waste bins. Whole home testing was undertaken, with frequency of testing people and staff in line with current guidance.

Staff had completed training to ensure safe infection prevention and control measure were in place and

knew how to keep people safe during the COVID-19 pandemic.

Infection prevention and control audits were carried out to ensure the premises was meeting infection control measures. A cleaning schedule for all areas of the service was in place and implemented to ensure the whole service was effectively cleaned on a regular basis. In addition, the service had implemented an infection control tracker in all areas which required regular cleaning and sanitising throughout the day, including high touch points.

Staff supported people to occupy themselves whilst maintaining their safety. Staff helped people to stay in touch with their friends and family. Alternative forms of maintaining social contact were used for friends and relatives; for example: keeping in touch using video calls.

## 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**

# West Banbury Cottages

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 18 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.