

Mrs V Rattan

Bali Hai Care Home

Inspection report

14-16 Southbourne Grove
Westcliff On Sea
Essex
SS0 9UR

Tel: 01702479867

Date of inspection visit:
09 February 2022

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21 February 2022

Ratings

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

Overall summary

Bali Hai Care Home provides accommodation and personal care without nursing for up to 12 persons who may have mental health needs. At the time of our inspection nine people were living at the service.

We found the following examples of good practice.

People and staff had regularly been tested for COVID-19 and where positive results had been returned the manager had acted quickly to support people and mitigate risks.

All staff had received training on infection prevention control and how to use PPE effectively.

The registered manager had followed government guidance on infection prevention control measures and had kept these up to date.

Risk assessments were in place to allow for safe visiting at the service and for people to enjoy visits to the local community or out with their relatives safely. Where visits were unable to go ahead video and telephone calls had been used.

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

Bali Hai 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 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 9 February 2022 and was unannounced. 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 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.

Visiting in care homes

- The registered manager continued to follow the government guidance on visiting arrangements for care homes. Risk assessments were in place for visiting and people and their visitors were kept informed of requirements for visits to happen safely.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.