

Majesticare Blenheim Limited

Blenheim House Care Home

Inspection report

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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

Blenheim House Care Home is a 'care home' with Nursing. It comprises of four separate units within one building and can accommodate up to 85 people. One of the units specialises in providing care to people living with dementia.

We found the following examples of good practice.

Robust protocols were in place for all visitors to prevent the spread of infection. A designated visiting coordinator managed a 'booking in' scheme for visitors which assured the numbers of visitors within the home were minimal and staggered. Visitors could enter the homes internal porchway, where there was a hand cleansing station and a supply of fluid repellent masks. The provider requested that all visitors used these masks and not face coverings. Access was granted following stringent questioning regarding contact, travel and symptoms and visitor temperatures were taken. Visitors were invited to wash their hands and use sanitizer gel.

There were two separate garden areas accessed from different areas of the home for socially distanced and time limited garden visits. The service had a designated and purpose built visiting room which was accessed from the outside by visitors and inside for people. It had a full length sealed window with microphones and a hearing loop system. Feedback regarding this room had been positive.

The service developed a designated COVID-19 unit in one of the wings of the home. It was fully self contained and had access and exit points, separate from the main building. There was a stringent protocol to follow for staff use. Guidance for safe donning and doffing of personal protective equipment, management of waste and the delivery of food and equipment was clearly displayed. Staff who worked in this unit were designated to this unit only. There was no use of agency staff within the whole building.

There was clear guidance signage around the home in prominent areas for people and visitors as well as hand washing and sanitizer stations. All staff were seen to be wearing the providers fluid repellent masks. The service had a 14 day isolation protocol in place for new residents or those showing symptoms. There were risk assessments in place for hospital visits and the service used their own transport to minimise the risk of cross contamination.

The head housekeeper was the designated infection control lead. All staff had extra training in COVID-19 and infection prevention and control procedures. There was a stringent cleaning schedule, particularly for communal or visiting areas before and after use and in high touch areas around the home. The service had followed Government and Public Health England guidance and had engaged in all support provided from the Local Authority.

Further information is in the 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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Blenheim 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 21 October 2020 and was announced. The service was invited 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

- We were assured the service was following safe infection prevention and control procedures to keep people safe.
- 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 promoting safety through the layout and hygiene practices of the premises.