

Benslow Management Company Limited

Benslow Nursing Home

Inspection report

Benslow Rise
Hitchin
Hertfordshire
SG4 9QY

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Website: www.benslow-care-homes.co.uk

Date of inspection visit:
24 February 2022

Date of publication:
08 March 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

Benslow Nursing Home is a 'care home' providing accommodation and personal care. It is registered to provide a service for up to 35 people. The service was supporting 30 people at the time of the visit.

We found the following examples of good practice

Information was displayed about COVID-19 giving clear and accessible advice. The provider had policies, procedures and risks assessments for managing the service in relation to COVID-19.

The home was clean and there was cleaning ongoing during our visit. Staff were clear on how to keep the service clean and reduce the risk of transmission of COVID-19.

People were supported in their rooms due to the ongoing outbreak in the home, so the activities organiser spent time with people in their rooms to help reduce social isolation. Visiting was not restricted; safe controls were in place to help reduce risks to people and visitors.

All staff, external health professionals and visitors, were asked COVID-19 vaccination status, and required to have negative rapid COVID-19 test before entering the service.

When people tested positive for COVID-19 they isolated in their rooms, for a set period of time. Staff were clear on what it meant to isolate and what symptoms of COVID-19 to look out for. Information was displayed for staff awareness. Regular testing was in place to help end isolation when safe to do so.

Staff had received training on donning and doffing PPE, infection control and COVID-19. They told us they felt very supported and had enough information to do their jobs. We saw them work safely. There was a plan in place to help manage staffing in the event of staff being absent due to COVID-19. There had been no impact on people in relation to staffing.

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

Benslow Nursing 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 was carried out by one inspector on 24 February 2022 and was unannounced.

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.
- The provider was supporting people to maintain contact with friends and family. People were able to have unrestricted visitors and control measures were in place to ensure people's safety. This included health screening and the use of personal protective equipment (PPE). People were also supported to have video calls.

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.