

Bupa Care Homes (BNH) Limited

Tenterden House Care Home

Inspection report

Lye Lane
Bricket Wood
St Albans
Hertfordshire
AL2 3TN

Tel: 01923679989

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25 August 2020

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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

Tenterden House Care Home provides accommodation, nursing and personal care. It is registered to provide a service for up to 40 people.

We found the following examples of good practice.

- The service was receiving professional visitors with robust infection control procedures in place. Visitors were provided with a designated preparation area on arrival in which they were provided with guidance, personal protective equipment (PPE) and a health screening questionnaire was completed. Each visitor also had their temperatures checked by staff on arrival.
- The service had been imaginative when looking at events for people. For example, jazz and opera bands played in the gardens for people. The registered manager had gone the extra mile to ensure that people were able to see their family. An example of this was, the service organising people to move to other parts of the home where there was access to the garden from their bedroom. Where people had been at the end of life the service has listened to people's wishes and supported them to see their loved ones. This helped the feeling of loneliness or isolation. The registered manager spoke about incentives for staff to ensure that they were supported through the difficult time.
- The provider had developed a robust package of policies, procedures and guidance for locations which the registered manager had successfully implemented at the location.

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

Tenterden 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 25 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 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.