

Bupa Care Homes (AKW) Limited

Nairn House Care Home

Inspection report

7 Garnault Road
Enfield
Middlesex
EN1 4TR

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23 March 2021

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21 June 2022

Ratings

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

Summary of findings

Overall summary

Nairn House is a home for older people who are in need of nursing care. It provides accommodation to a maximum of 61 people some of whom were living with dementia. At the time of inspection there were 60 people using the service. The home is part of the Bupa organisation.

We found the following examples of good practice.

The provider was sharing observations about people's health with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home, and allowed many consultations with healthcare professionals to be carried over video link..

The provider was following best practice guidance to ensure visitors to the home did not introduce and spread COVID-19. They had a visitors' code and visitors' policy that family members and other visitors had to sign and adhere to. The home were not currently accepting family visitors due to a recent outbreak. A system of allocated appointments was developed for family visiting which would ensured visitors to the home were minimised.

During the inspection we saw that staff were following Personal Protective Equipment (PPE) and social distancing guidance. Posters giving guidance on infection prevention were displayed around the home.

The provider's admission process included a COVID-19 assessment. The provider liaised with hospitals and social services as appropriate for all admissions and requested a COVID-19 test be carried out before discharge from hospital. New residents took a test and then had a period of isolation when first arriving at the home. The provider ensured family members knew what was going on throughout this period.

The provider had designated 'taking off' and 'putting on' PPE stations around the home.

Staff had been trained in the use of PPE and infection control processes. Testing of people who used the service and staff took place as per government guidance and people had been supported to have the vaccine.

We were assured that this service met good infection prevention and control guidelines.

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

Nairn 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.

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 23 March 2021 and was announced.

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.