

PJ Care Limited

Bluebirds Neurological Care Centre

Inspection report

Faraday Drive
Shenley Lodge
Milton Keynes
Buckinghamshire
MK5 7FY

Tel: 01908234092
Website: www.pjcare.co.uk

Date of inspection visit:
24 February 2022

Date of publication:
11 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Bluebirds Nursing Home provides nursing and personal care for up to 25 people who have complex neurological conditions, including dementia and mixed health conditions. When we inspected there were 25 people living at the service.

We found the following examples of good practice.

The registered manager had taken steps to ensure staffing was sufficient to fully meet people's needs. Staff had worked flexibly and had gone above and beyond during a difficult situation to ensure people received safe care and support.

Staff followed best practice by changing into and out of their uniforms in an allocated room to reduce the risk of any infection spread. Visitors were subject to robust checks before they entered the service including a booking system, rapid LFD testing, showing evidence of vaccination and COVID-19 pass, hand washing and sign in process.

A regular programme of testing for COVID-19 was in place for people using the service, staff and visitors to the service that followed current government COVID-19 guidance. This meant swift action could be taken if anyone received a positive test result.

Staff received infection prevention and control (IPC) training and followed robust IPC procedures. This included wearing personal protective equipment (PPE) and washing and sanitising hands regularly. PPE stations were available throughout the service and there were sufficient stocks of PPE available.

The environment was clean and hygienic, staff followed cleaning schedules which included regular cleaning and disinfection of high touch points, such as door handles, light switches and handrails.

The registered manager had good oversight of infection prevention and control processes. They undertook regular quality assurance checks. Policies and procedures were in place and up to date, which supported good practice in all areas of infection prevention and control.

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

Bluebirds Neurological Care Centre

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 24 February 2022 and was announced. We gave the service two 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 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.

Visiting in Care Homes

- Visits to people living in the service were facilitated and arranged in line with national guidance. This included essential carers continuing to visit during an outbreak of COVID-19 when the service was closed to routine visits.

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.