

The Brandon Trust

Hampstead Road Care Home

Inspection report

76-78 Hampstead Road
Brislington
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17 November 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

We found the following examples of good practice.

- Large photo ID staff badges were being used. These were to help people know who each staff member was. This was because wearing masks can make it harder to identify staff faces.
- The service had purchased two outside seating pods. These offer people and families and friends a safe way to meet up outside.
- A new photo service user guide had been produced. This was to help potential new people moving to the home to see how it looks during this time. Regular video calls have been made to a person soon to move to the home. This has helped them get a real 'feel' of the place even though they can't visit.
- Visitors could see family members and friends on videocalls via IT equipment provided by the service. This was to reduce risk of isolation due to the need to reduce potential infection transmissions of visitors in the service. Regular newsletters were being issued and video calls were held with the service and family members and friends.
- Staff had been well trained and were regularly updated during the pandemic. This had really helped the team know how to support people and others to stay safe.
- The provider had shown they had taken a proactive forward planning approach just before the Pandemic began. This had meant there had been a full supply of Personal Protective Equipment (PPE).
- At least daily manager audits and checks were undertaken as well to keep monitor quality and safety.

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?

Inspected but not rated.

Inspected but not rated

Hampstead Road Care Home

Detailed findings

Background to this inspection

76-78 Hampstead Road Care Home is registered to provide personal care and accommodation for up to 12 people. People who live at the home have profound and multiple disabilities. At the time of our inspection 10 people were being supported at the service.

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 16 November 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?

- Through what we saw, our conversations with senior managers, and audits and checking process, we were assured the provider was ensuring PPE was used properly and safely.
- We saw and were assured the provider was promoting and enhancing safety' This was seen by the ways the environment was currently set out, as well as by hygiene practices in the premises. For example, clear signage and guidance for staff and others to make sure they knew how to wash their hands safely.
- We were assured the provider was taking the necessary actions to minimise the risk to visitors of catching and spreading infections.
- We were assured by our visit gave that the provider was frequently undertaking testing for people at the home and staff. Everyone in the home was tested for Covid 19 on a regular basis. People and staff were well supported through this process. Testing had started early at the service.
- We were assured the provider and team were very aware of and were meeting the required shielding and social distancing rules.
- There were no admissions at this time. However, we were assured the provider had policies in place to ensure they only admitted people safely to the service.
- We were assured the provider was making sure infection outbreaks could be promptly prevented and properly managed.
- We were assured the provider's infection prevention and control policy contained current guidance and was up to date. We also saw how staff understood this policy and were following it in the service in their day to day roles.