

Haych Care Homes Ltd

# Brook House Residential Home

## Inspection report

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23 February 2022

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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

Brook House Residential Home is a care home providing personal care to people living with learning/and or physical disabilities. The service can support up to 10 people. There were 10 people living in the home at the time of the inspection. The building has been adapted for use as a care home and has 10 single bedrooms, seven of which have ensembles. The accommodation is split across three floors.

We found the following examples of good practice.

The home appeared clean and uncluttered, rooms were being regularly cleaned and an increased cleaning schedule was in place for high touch areas; this was to minimise the chance of cross infection.

The home was allowing visitors in line with guidance and people were also supported to maintain regular contact with loved ones through video calls and telephone calls. Appropriate PPE was being used, and staff, residents and visitors also took part in routine COVID-19 testing. All staff working at the home had received their COVID-19 vaccination.

Staff and people spoke positively about the service and management and had no concerns. One staff member told us, "Oh yes (I feel supported), most definitely. She (the manager) lets us know as soon as something changes." One person also told us, "I am happy with everything, the staff are nice and help me out when I need it, and they talk to me and are always good to me."

## 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**

# Brook House Residential 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control (IPC) 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 23 February 2022 and was announced. We gave the service 24 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 IPC policy was up to date.

### Visiting in care homes

The provider was aware of government guidance in relation to supporting people to receive visits from family and friends. The service operated a booking system, where visitors were encouraged to pre book if they wanted to visit the home, this allowed staff to manage any potential risks.

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.