

# Bupa Care Homes (CFChomes) Limited

# Heathbrook House Care Home

## Inspection report

223-229 Worcester Road  
Stoke Heath  
Bromsgrove  
Worcestershire  
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Date of inspection visit:  
04 March 2021

Date of publication:  
19 March 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Heathbrook House is registered to provide accommodation, nursing and personal care for up to 45 older people, including people living with dementia. At the time of our inspection visit there were 36 people living at the home.

We found the following examples of good practice.

A visitor room divided with a window was accessible from outside. There was a booking system for visits and cleaning took place between uses. This meant that people could see their loved ones in a safe and comfortable environment.

A daily and weekly COVID-19 tool was completed to monitor infection control practices. This included observing staff hand hygiene techniques and use of Personal Protective Equipment (PPE).

A designated room was used for COVID-19 testing which was cleaned after each use. Seating was arranged to promote social distancing and signage indicated how many people could use the room safely.

Equipment was cleaned after each use and paper labels were displayed to detail when the item was last sanitised.

The provider organised pharmacy talks with staff to gain information about the COVID-19 vaccination. This supported staff to address any questions or concerns they had.

## 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**

# Heathbrook 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 coronavirus 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 04 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.