

Bupa Care Homes (BNH) Limited

Red Court Care Home

Inspection report

27 Stanhope Road
Croydon
Surrey
CR0 5NS

Tel: 02086812359

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26 August 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

Red Court Care Home can accommodate up to 35 people some of whom are living with dementia. At the time of this visit 23 people were living at the home.

We found the following examples of good practice.

- The provider had appropriate arrangements for all visitors to help prevent the spread of Covid 19. They were required to wash their hands, have their temperatures taken, complete a Covid 19 risk assessment which included screening for symptoms of Covid 19 before being allowed to enter the home. Visitors were required to wear a face covering when visiting, and wash hands before and after mask use. Hand sanitiser stations were available throughout the home.
- The provider had appropriate arrangements to test people and staff for Covid 19 and was following government guidance on testing. This ensured that people and staff were tested for Covid 19 so that appropriate action could be taken if any cases were identified.
- From the start of the Covid 19 outbreak the provider recognised the effectiveness of ensuring comprehensive communication with all parties including staff, residents and their families as well as other health and social care professionals. An example of this were the regular staff update meetings at which staff were able to ask any questions or express their concerns were arranged.
- The provider ensured that all their staff received appropriate training and support to understand and to manage Covid 19. This included best practice for infection control and the use of PPE.
- Staff also received appropriate guidance on how to support people with dementia to understand the pandemic and Covid 19. Staff were cohorted to work in specified areas of the home including domestic and housekeeping staff.
- The provider made appropriate support services available to staff in order to support their mental wellbeing through the pandemic and if they became unwell and when they returned to work.
- The provider made very good provision for people using the service to maintain links with family members, relatives and friends. People were supported to have visits from their relatives and friends in sheltered areas of the garden where two metre social distancing was observed. Visits were pre-booked and visiting areas were cleaned between visits.

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?

We were assured the service were following safe infection, prevention and control procedures to keep people safe.

Inspected but not rated

Red Court 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 this inspection we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection control and prevention in care homes.

This inspection took place on 27 August 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?

- 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.