

Bluebell Residential Home Limited

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Inspection report

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18 February 2021

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16 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Bluebell Residential Home Limited is a residential care home providing personal and nursing care to 38 people at the time of the inspection. The service can support up to 40 people. Accommodation is provided over two floors.

People's experience of using this service and what we found

We noted some issues in relation to the structure of the staircase. Since our inspection the registered manager has provided confirmation that staircase safety barriers are now in place. This has reduced the risk of harm to people.

There were policies and procedures in place to support infection prevention and control. Staff adhered to these processes and the management team undertook checks on staff competencies.

Personal protective equipment (PPE) was readily available and used correctly and there was a regular testing program in place for staff and people living at the home.

Records required strengthening to ensure the registered manager assured themselves of the current health of any visitors, and that staff had information to know what to look for.

Records could also be improved about what action to take when caring for people living in the home during the pandemic.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 4 February 2019).

Why we inspected

We undertook this targeted inspection to look at infection prevention and control measures under the safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Bluebell Residential Home Limited on our website at www.cqc.org.uk.

Follow up

We asked the registered manager to provide us with an update on the action they plan to take to ensure the staircase issues are addressed. We have now received and noted these updates within our report findings. We will work alongside the provider and local authority to monitor progress. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question.

Inspected but not rated

Bluebell Residential Home Limited

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection. We looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

An inspector visited the service on 18 February 2021.

Service and service type

Bluebell Residential Home Limited is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means they are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was to ascertain the Covid status of the service and make sure the registered manager was available to support the inspection.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local infection prevention and control team. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this

information to plan our inspection.

During the inspection

We spoke with the registered manager, and deputy manager. We looked at records relating to infection prevention and control (IPC). We looked at checks the registered manager undertook to ensure correct IPC processes were followed. We completed a walkaround of the environment to look at IPC practice and the staircase in the home, following social distancing measures.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question.

The purpose of this inspection was to look at the infection control and prevention measures in place. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- During our walkaround of the home we considered the safety of the staircase. We identified some issues in relation to the structure of the staircase. Since our inspection the registered manager has ensured safety rails have been fitted, to mitigate the risk of harm to people.

Preventing and controlling 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.