

# Bedford Citizens Housing Association Limited

## Bedford Charter House

### Inspection report

Charter House  
1b Kimbolton Road  
Bedford  
Bedfordshire  
MK40 2PU

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Website: [www.bchal.org](http://www.bchal.org)

Date of inspection visit:  
18 February 2021

Date of publication:  
08 March 2021

### Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Bedford Charter House is a purpose-built residential care home for up to 72 people. At the time of this inspection 51 people were using the service who had a range of needs, including dementia and physical disabilities.

We found the following examples of good practice:

- Although the service was closed to visitors at the time of the inspection, arrangements were in place for when visits resumed, to ensure visitors were prevented from catching and spreading infection. This included the provision of PPE (personal protective equipment), handwashing facilities and bespoke safe visiting areas, both inside and outside of the home. Alternatives to face to face visits were also in place, including window visits and video calls. In addition, and where appropriate, relatives had remote access to their family member's care records, meaning they could check on their progress whenever they wished. Meetings with relatives had also been set up using a video conference facility.
- Several steps had been taken to promote social distancing and shielding for people and staff within the building. This included allocating staff to work in set areas, with dedicated routes to travel round the building. All bedrooms are single occupancy and have their own ensuite bathrooms, so people were not required to share these facilities. People being admitted into the home were asked to isolate for 14 days in their room, as a precautionary measure.
- The home was clean, well ventilated and there was a safe process to manage people's laundry.
- We observed staff wearing PPE correctly. They had received training in relation to infection control and the safe use of PPE.
- Staff and people at the home received regular Covid-19 tests in line with current government guidance. Most people, and several staff had also received their first Covid-19 vaccination.
- The provider was monitoring key aspects of infection protection control (IPC) to promote people's safety. They demonstrated a good awareness of current guidance relating to registered care settings, in terms of preventing and managing a Covid-19 outbreak.

## 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**

# Bedford Charter House

## **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 18 February 2021 and was announced.

# Is the service safe?

## Our findings

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.