

Quality Care Homes Limited

Little Croft Care Home

Inspection report

42 - 44 Barry Road
Oldland Common
Bristol
BS30 6QY

Tel: 01179324204
Website: www.qualitycarehomes.ltd.uk

Date of inspection visit:
10 February 2021

Date of publication:
02 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

Little Croft Care Home provides accommodation and personal care for up to 41 people, some of whom have dementia. At the time of the inspection 38 people were living there.

We found the following examples of good practice.

The home had designated entrance with posters displayed which explained the safety procedures in place. On arrival we were greeted by a staff member and had our temperature taken, we were asked to sanitise our hands and to wear a mask. We were shown to the registered managers office by the shortest and most direct route.

People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained good. When people were admitted to the home, risk assessments were completed, and people self-isolated for 14 days. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

Written thank you letters from relatives demonstrated how grateful they were for the care their loved ones received during the pandemic. Comments included, "It is difficult to find the words to express my thanks for the care during the pandemic. I know we are still at risk but you accepted risk and carried on", "We can't thank you enough especially during these difficult times" and "Thank you for keeping mum safe and well and helping her to reach a full recovery".

Daily activities continued to take place which were organised by the activity coordinator. They told us they had increased one to one activity provision during the pandemic to support social distancing and people had enjoyed this individual interaction.

We saw that relatives received correspondence from the registered manager who provided them with updates on their loved ones, any changes in the home and informed them of positive news and events within the home for example how the residents would be celebrating Christmas. We saw one relative had recently written to the staff thanking them for keeping them up to date with their mothers' illness.

Staff wellbeing was considered, and the registered manager had various support mechanisms in place. This included those who had previously tested positive to Covid or suffered with anxiety during the pandemic. Examples of support included weekly phone calls to make sure they were coping well; wellbeing forms were completed to see if additional support was required such as change of shift patterns for those with childcare duties and regular breaks were encouraged where needed.

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

Little Croft 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 10 February 2021 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured the service was managing the use of protected personal equipment (PPE) effectively. Prior to the inspection we were informed that on two separate occasions visiting health care professionals had observed some staff not wearing masks in the home. Since these incidents the registered manager had taken appropriate steps to address this.

During our visit on 10 February 2021, one staff member was not wearing the required mask as per government guidelines and those supplied by the provider. In addition, the mask was not worn correctly and had fallen under their nose. We asked the staff member to reposition their mask. Action was taken by the registered manager to ensure correct masks were always worn.

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. However, the room allocated for visits by appointment for relatives did not have suitable, substantial screening to reduce the risk of viral transmission. Visits were suspended and the provider sent us details of the revised screening arrangements with timelines for completion. All relatives had received a telephone call explaining why the improvements were being made

Whilst we had a brief walk around the home, we saw a relative visiting a loved one in the visitor's room and they were not wearing a mask. We were assured this was not usual practice. A staff meeting was held for all staff and letters sent to relatives to remind them of the visiting policy and their responsibility to use PPE. In addition, a 'grab bag' had been introduced so that all PPE required for visitors was on hand and additional signage had been introduced as a gentle reminder.

- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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.