

Brighterkind Health Care Group Limited

Ivybank House Care Home

Inspection report

Ivybank House
Ivybank Park
Bath
Somerset
BA2 5NF

Date of inspection visit:
09 February 2021

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30 March 2021

Tel: 01225837776

Website: www.brighterkind.com/ivybankhouse

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

Ivybank House Care Home is a residential care home providing personal and nursing care for up to 43 people. At the time of the inspection there were 26 people living at the home. Ivybank House Care Home is spread out across two floors and made up of two wings; the old wing and the new wing. All floors are serviced by a lift.

We found the following examples of good practice.

An area had been set up inside the front door so that hands could be sanitised before people entered the building. Contact tracing and health declaration forms were completed on arrival at the home, and staff checked visitors' temperatures.

Staff had received training in infection control, including how to use personal protective equipment (PPE). Staff we spoke with were clear on the procedures and systems in place. There were PPE stations set up around the home and additional hand sanitisers had been installed. There were good stocks of PPE.

An allocated room was available for visits. The room had a separate entrance and a screen that was used in between people and their visitors. Visiting had been paused due to lockdown and the service was looking into arrangements to recommence. This included visitors receiving a COVID-19 test prior to visiting. Staff also supported people to keep in touch with their relatives via video calling, phone calls and letters. Changes had been made to the inside of the home to enable social distancing such as spacing out tables and chairs.

Additional cleaning had been implemented throughout the home. This included additional cleaning to frequently touched areas such as light switches and handles.

There was a procedure in place for new admissions. No one would be admitted without a negative test first and they would isolate for 14 days.

The registered manager ensured regular COVID-19 testing was carried out; weekly for staff and monthly for people living in the home. At the time of the inspection, no one was testing positive and we were assured the provider was keeping people safe.

People had wellbeing plans in place relating to the potential impact of the pandemic on people. Some staff who were higher risk if they contracted COVID-19 had not been assessed to mitigate any risks. We discussed this with the registered manager who told us they would address this.

A business continuity plan was in place, to reduce the effects of potential disruption to people's care. There were policies and procedures to provide guidance for staff on safe working practices during the pandemic. The provider had a range of effective communication systems in place.

Staff we spoke with were confident and knowledgeable about how to protect people from the risk of infection, and the environment was clean and well maintained.

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

Ivybank 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 9 February 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.

We have also signposted the provider to resources to develop their approach.