

United Health Group Limited

Bunkers Hill Care Home

Inspection report

Ross Close
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Date of inspection visit:
26 January 2022

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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

Bunkers Hill is a nursing care home providing accommodation and personal care for up to 78 older people, including people living with dementia and people with nursing care needs. At the time of our inspection, there were 72 people living at the service

We found the following examples of good practice.

Visiting procedures were robust to reduce the risk of COVID -19 to people living at the service. All visitors were required to have a negative COVID-19 test, their temperature taken and wear personal protective equipment (PPE) before entering. In addition, professional visitors were required to show their COVID-19 vaccination passport before being allowed in the service. The provider was also adhering to the government's latest visiting guidance to enable people to receive visitors.

Staff and people using the service were participating in the COVID-19 testing and vaccination programme. Systems and processes were in place to monitor this. A risk assessment for staff identified as being at increased risk to COVID-19 had received a risk assessment.

Staff had received refresher training in infection prevention and control best practice guidance. Information and ongoing government guidance in the management of COVID-19 was shared with staff.

A COVID-19 care plan and risk assessment had been completed for people living at the service. This provided staff with guidance about how to safely meet people's individual needs.

The service was clean and hygienic and infection prevention and control, best practice guidance was maintained. This included regular cleaning of high touch areas. Hygiene and cleanliness of the service was monitored daily.

Isolation, cohorting and zoning was used to manage the spread of infection. This meant people self-isolated in their bedrooms where necessary. We observed staff wearing the correct PPE throughout our inspection.

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

Bunkers Hill 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 26 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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.
- People were supported to receive visitors and this was managed safely. The provider was following national guidance in relation to visiting in care homes.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

We have also signposted the provider to resources to develop their approach. We discussed the provider's infection prevention and control, and COVID-19 policy with the registered manager and regional manager. Neither of these documents were sufficiently detailed or reflected current best practice guidance. The regional manager agreed to have these policies updated immediately.