

B & M Investments Limited

Chesham Bois Manor

Inspection report

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27 January 2021

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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

Chesham Bois Manor is a care home located in Buckinghamshire and owned by B&M Investments Limited. The home provided care for up to 48 older people with a variety of physical disabilities and mental health issues. At the time of our inspection in January 2021, there were 42 people living at the home with a further three new admissions planned.

We found the following examples of good practice:

People had been supported to keep in touch with their families throughout the COVID-19 pandemic. Staff provided support where necessary so that people could phone or video call their families. Visits at the service had recently been suspended. When visitors had been able to come to the service, they used a designated area with its own booking system and designated entrance and exit to manage the flow of visitors. The visitor area was thoroughly cleaned between each use. The expectations and procedures for visitors to the service were clear.

The service was receiving professional visitors to the unit with robust infection control procedures in place. Visitors entered via a buzzer system, were received into the reception area on arrival where they were provided with guidance, personal protective equipment (PPE) and health screening was completed. Each visitor also had their temperature checked by staff on arrival.

The provider had developed policies and procedures in response to the coronavirus pandemic. These policies had been adapted to reflect differences between the different care homes. The management team had drafted guidance and information for staff with detailed safe systems of work for the unit. Daily checks and 'walkarounds', alongside regular infection prevention and control audits were in place.

At the start of the pandemic, the group (B&M Investments Limited) and the individual homes appointed small teams of COVID-19 champions and specialists, these roles were referred to as 'Rainbow Leads'. Chesham Bois Manor had three designated 'Rainbow Leads' and they supported the Registered Manager to ensure correct infection control standards and protocols were in place and being adhered to. The role also included regular communication with the Head Office to ensure full supplies of PPE and ensure the home was using the most up to date guidance and aware of best practice in an ever changing care environment. Furthermore, should a COVID-19 outbreak be confirmed the Rainbow Leads were responsible for the implementation of the outbreak action plan which included isolation and zoning.

Staff told us the provider and management team had been and continued to be supportive of staff, and risk assessments had been completed with staff who identified as facing higher risks. Managers were positive about the commitment staff had shown throughout the pandemic. Staff were regularly tested for COVID-19 and had received COVID-19 vaccinations in January 2021.

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.

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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 27 January 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.