

Bupa Care Homes (CFChomes) Limited

Elmstead Care Home

Inspection report

104 Elmstead Lane
Chislehurst
Kent
BR7 5EL

Tel: 02034680974
Website: www.bupa.co.uk/care-services/care-homes/elmstead-chislehurst

Date of inspection visit:
26 February 2021

Date of publication:
17 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

Elmstead Care Home provides accommodation and personal care support for up to 40 older people. The home is situated within the London borough of Bromley and is spread out over three floors. The middle floor has been designed for people living with dementia. Care provided within the home ranges from respite services, day care facilities for people who enjoy socialising or their informal carer is unavailable or requires a break, residential care and dementia and convalescent care for people recovering from surgery or illness.

At the time of our inspection there were 35 people living at the service.

We found the following examples of good practice.

The provider had modified a lounge area to accommodate visitors by adding an intercom and screen. People were supported to speak to their families on the phone or via video call. The provider had introduced virtual consultations to reduce the need for external visitors to the home.

The provider had arrangements in place to test both people and staff for COVID-19, in line with the current guidelines on testing.

The provider had clear protocols for people who were infected with Covid-19, and for people who had been admitted to the home from hospital or the community. Staff were adhering to PPE and social distancing guidance.

Staff who were more vulnerable to Covid-19 were supported and risk assessed to ensure staff and people remained safe.

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

Elmstead 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 26 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.